QUEENSLAND POLICE SERVICE

STATEMENT OF WITNESS

Occurrence #: _____

Statement no.: _____   Date: **15/4/2011**

Statement of

Name of witness: **PITMAN, Grant Alan**

Date of birth: ▮▮▮▮▮   Age: ▮▮   Occupation: **Police Officer**

Police officer taking statement

Name: **PITMAN, Grant Alan**

Rank: **Chief Superintendent**   Reg. no.: **3977**

Region/Command/Division: **Information and Communications Technology**   Station: **Brisbane**
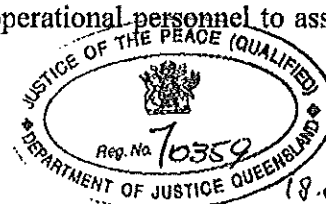
Statement:

Grant Alan Pitman states:

I am a Chief Superintendent in the Queensland Police Service (QPS). I am the Operations Coordinator and Director of Strategic Services, Communications and Major Projects within Information and Communications Technology (ICT).

I have previously performed the roles of Superintendent (Communications) in Operations Support Command with responsibility for the Brisbane Police Communications Centre (PCC) and state Police Operations Centre (POC), and District Disaster Coordinator for the Brisbane Disaster District.

Commencing from the 20 December 2010 and until 14 January 2011 (inclusive), I was the Acting Assistant Commissioner for ICT. During the floods, and later for Cyclone Yasi, I was responsible for providing advice and support to the Senior Executive of the QPS and the coordination of communication systems (radio, satellite and telephones), computer systems, POLICELINK operations, and the Public Safety Network. ICT also provided additional operational personnel to assist ▮▮▮▮▮ nse during the disaster management period.

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Services provided through ICT included the provision of additional radios (handheld and mobile), mobile and satellite phones and coordination with telecom/radio vendors to manage black spots and operational needs. The POLICELINK centre was required to coordinate overflow, redundancy and evacuation capabilities to Police Communications and evacuation centres and stations in flooded areas. Other ICT services were provided to police and disaster management personnel upon request during the floods and cyclone. Geospatial Information System (GIS) applications also supported the disaster response and search and rescue activities.

In response to dot point in the Commission's Letter of Requirement: *provides all information in her [sic] possession and identifies the source or sources of that information*, I provide the following information:

A high-level summary of Triple Zero call data is provided to the QPS monthly. This data comprises the number of calls received, answer performance in percentage terms of length of time to answer (5 second increments to 30 seconds, 30 to 60 seconds and over 60 seconds) and the number of tries (presentations) required before a QPS operator answers the call (1st Try, 2nd Try, 3rd Try and More) also in percentage terms. This data has been provided for the period July 2007 to March 2011 inclusive and indicates that the re-presentation of calls on multiple occasions (up to 10 and over in some months) is not uncommon.

Summaries of this data are provided in the documents titled:

- QPS Answering Performance By Time as A Percentage for the Period July 2007 to March 2011.

- QPS answering Performance (in numbers of calls answered) BY Time for the Period July 2007 to March 2011.

- QPS Answering Performance (in numbers of calls answered and percentage of calls answered) By Attempts for the Period July 2007 to March 2011.
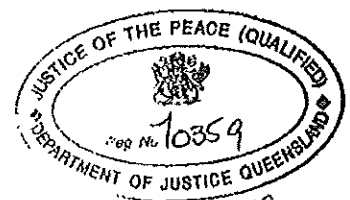
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Detailed data in relation to the Triple Zero calls presented to the QPS for a number of specific months between December 2008 and January 2011 (December 2008, March, July and December 2009, March and July to December 2010, and January 2011) has also been obtained by Acting Inspector Stephen Jenkins and his assistant, Research Officer Ms Gail Davidson (Administration Officer, Acting Grade 5 (A/AO5)), from Telstra's Emergency Service Answering Point Support Team.

Acting Inspector Jenkins and A/AO5 Davidson are currently members of the joint QPS / Department of Community Safety (DCS) Public Safety Front-line Communications (PSFC) Program team which is organisationally located within my area of responsibility. Both these members were previously members of the QPS Computer Aided Dispatch (CAD) Project team, and the Strategic Assessment of Public Safety Communications Project team.

Both were also two of the authors of the *Strategic Assessment of Public Safety Communications Report* (2008) (the SA Report) and assisted the preparation of the *QPS Communications Strategy for Frontline Policing 2015* prepared by the Service's Information Planning Branch.

A detailed study of QPS Communications Centre operations and QPS Triple Zero call answering performance has also been conducted by Acting Inspector Jenkins and Ms Davidson. Their final report is still being prepared.

The Triple Zero call data received from Telstra has been subject to rigorous analysis. The results of their study and analysis of Triple Zero call data, particularly concerning the Triple Zero calls received by the QPS, and specifically the Toowoomba PCC, on 10 January 2011, will be re-presented in documents to which I will refer.

In response to Point 1 of the Commission's Letter of Requirement: *a description of the way in which Queensland Police Service (QPS) '000' emergency ons systems operate generally,* I provide the following information:

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The QPS presently has 22 PCCs / stations that perform PCC-related duties state-wide. Over time, communications-related activities have evolved from station to district functions, with regionally-based models now being implemented in some police regions.

Collectively, there are 170 sworn officer and 287.5 civilian personnel (Communications Officers) (CO) positions (total 457.5) permanently allocated to PCC-related duties state-wide. The number of personnel allocated to each PCC / station where PCC-related duties are performed varies.

A list of PCC / station locations and their respective approved staffing allocations, current as of April 2011, is included in the Table titled 'Police Communications Centre Staffing'. This list also depicts the PCCs that have communications responsibility for multiple police districts.

Some PCCs also have a small number of casual civilian operators that they are able to draw upon to perform duties when that Centre has CO vacancies, COs report sick or there is an event which requires additional staffing.

In Brisbane, the Brisbane PCC provides communications services to the Metropolitan North and Metropolitan South Regions. Brisbane PCC, which also has a Police Operations Centre attached, is located in Police Headquarters and is the responsibility of the Assistant Commissioner, Operations Support Command.

Outside Brisbane, PCCs are generally located at Police District headquarters establishments and District Officers have overall responsibility for their operations.

Regionally, at the smaller district PCCs / stations, no personnel are dedicated to performing PCC-related duties; they are generally performed by the on-duty shift supervisor.

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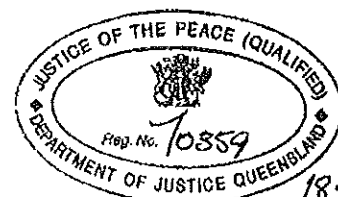
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At the locations where a small number of civilian personnel are allocated to perform call-taking and radio dispatching duties, these members are supervised by the on-duty station shift supervisor. Communications operators at these locations are required to multi-task, answering Triple zero emergency and non-emergency calls, and dispatching taskings whilst simultaneously providing support to operational police with a variety of enquiries / database queries (checks) requested over the police radio (multiple channels in some locations).

There is frequently only one civilian member on-duty at any one time at the smaller PCCs / stations.

The medium to larger PCCs (excluding Brisbane), have a dedicated officer-in-charge at the rank of Senior Sergeant. Shift supervision is provided by dedicated PCC communications coordinators (Comco's) at the rank of Sergeant. At these locations, call-taking and radio dispatch duties (including enquiries from operational officers over the police radio) are frequently separated, however, multi-tasking may still occur, particularly on the quieter shifts.

Brisbane PCC is managed by two Inspectors; one is the appointed officer-in-charge, and the other is the operations coordinator. There is 24/7 shift supervision by an Inspector (State Duty Officer) and a Senior Sergeant (PCC Duty Officer). The functions of call-taking and radio dispatch / enquiry are fully separated.

In response to the next two points in the Commission's Letter of Requirement: (2) *a detailed description of the way in which QPS '000' emergency calls are received by the QPS and actioned;* and (3) *a description of what happens where there are insufficient QPS emergency call operators to receive '000' calls originating from a certain State or Territory, where 'overflow' is sent to, and how interstate call operators action '000' personnel to jobs or incidents,* I provide the following information:

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Triple Zero calls are presented to the QPS by Telstra at 19 of the Service's 22 PCCs / stations that perform communications-related duties. Toowoomba receives Triple Zero calls on behalf of the Warwick and Dalby Districts, and Rockhampton receives Longreach's Triple Zero calls. Communications functions for the Coomera Police District are provided by the Broadbeach PCC, and for the Caboolture and Redcliffe Police Districts, the North Coast Region (NCR) PCC at Maroochydore.

The QPS also assists the Northern Territory Police in answering Triple Zero calls when required as the Mount Isa, Townsville and Brisbane PCCs are overflow points for Triple Zero calls not answered on first presentation at the Avon Downs Police Station (west of Camooweal).

Telstra present Triple Zero calls to the QPS Triple Zero call answering point (PCC or station where communications-related duties are performed) closest to the origin of the emergency call. The initial presentation of a Triple Zero call is referred to as the 'first presentation' or 'first try'. Each presentation is of 45 seconds duration.

When a Triple Zero call is not answered on the 'first presentation', Telstra re-present the call to the next Triple Zero call answering location based on a pre-determined re-presentation sequence. Up to five re-presentation locations are included in the sequence for some Triple Zero call answering locations. This process is referred to as the 'Overflow Arrangements'.

A copy of these Overflow Arrangements (with the actual phone numbers removed) is included in a Table titled 'Queensland Police – Triple Zero Call Overflow Arrangements'.

The effectiveness of these Overflow Arrangements is contingent upon their being operator/s available at the overflow location to answer the call.

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This Table also indicates that some lines on which Triple Zero calls are presented, are not dedicated Triple Zero lines. For example, the 2nd presentation line at the Toowoomba PCC is a 'Response line' ordinarily used for receiving non-emergency calls. Accordingly, when calls are received on these lines, the caller is required under the *Telecommunications (Interceptions and Access) Act 1979* (Cwth) to be advised that the call is being recorded. Consequently, calls received on these lines are played a short recorded message to provide this advice.

With the exception of Brisbane PCC, if a Triple Zero call remains unanswered after being presented to all locations listed in the overflow arrangements for that location, the call is re-presented to the first presentation location and the sequence is repeated until the call is answered. Triple Zero calls not answered on first presentation at the Brisbane PCC are only re-presented back to the Brisbane PCC. The re-presented calls are received on different numbers, which have an increasing level of priority, until such time as the call is answered.

All Triple Zero calls received by Telstra that are required to be transferred to the QPS, are transferred, even if the call is disconnected, that is, even if the caller hangs up or is otherwise disconnected. Telstra continues to present / re-present the call as per the Overflow Arrangements until a QPS operator answers. Operators at the Emergency Services Answer Point (Triple Zero Call Centre) appear to be able to override the Overflow Arrangements in certain instances.

The number of Triple Zero calls received by the QPS monthly ranges between approximately 34,000 and 46,000 calls.

In January 2011, the QPS received 46,449 Triple Zero calls. Details of the distribution of these calls state-wide on a daily basis are included in the Table in the document titled 'Triple Zero calls received by QPS January 2011'.

The distribution of these calls to the various Triple Zero call answering locations and he answering performance of these locations is depicted in the Tables titled, 'Triple Zero Answer & Non-answer Performance - January 2011' and 'QPS Triple Zero Answer & Non-answer Performance - January 2011 (with Re-presentations)'.

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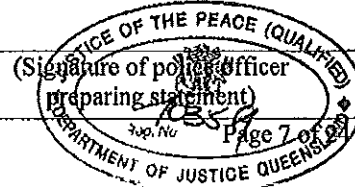
This data is presented in greater details in the Table in the document titled 'Triple Zero Calls Received at QPS PCCs State-wide in January 2011 – Detailed Call Analysis'.

The general national and international standard (KPI) in respect to Triple Zero (emergency) call answering is that at least 90% of calls are to be answered within 10 seconds, and that all calls are answered on the 'first presentation'. This standard has also been adopted by the Australian National Emergency Communications Working Group (NECWG). Each of the Australian police and emergency service organisations has representation on NECWG.

Telstra's Triple Zero Call Centre is an Emergency Call Answering Point under the *Telecommunications (Emergency Call Service) Determination 2009* which is issued by virtue of s. 147: 'Provision of emergency call service' of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (Cwth).
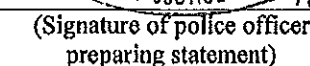
Section 34: 'Speed, efficiency and reliability for numbers 000 and 112 – emergency call person' of the Determination provides the benchmarks for performance measurement that emergency call persons at the emergency call answering points (Telstra Triple Zero Call Centre) must achieve in respect to the answering of emergency calls, namely, 85% in 5 seconds and 95% in 10 seconds.

Telstra is required to report performance against this KPI to the Australian Communications and Media Authority. Telstra is not required to report in respect to the transferring of emergency calls to the emergency service organisations.

The QPS does not have a KPI in relation to the answering of Triple Zero calls.

There are presently two types of Computer Aided Dispatch (CAD) systems used by the QPS, the Emergency Services Communications and Operational Response Tasking (ESCORT) System and the Incident Management System (IMS).

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The ESCORT CAD system is used in the Brisbane, Broadbeach, Beenleigh, Townsville and Cairns PCCs. This system is centrally based in Brisbane and provides limited interconnectivity between these five PCCs. Operators in any one of these PCCs are able to enter jobs, broadcasts and messages on behalf of one of the other PCCs.

Therefore when a Triple Zero call first presented to one of these PCCs overflows to and is answered at another, operators at the answering PCC are able to enter the job details directly into the ESCORT CAD system. The job record is then displayed on the Comco and/or radio operators' work queue at the PCC where the response is required. Thus there is a limited level of interoperability and virtualisation between these PCCs.

All other PCCs / stations where communications-related duties are conducted (except Longreach) use the IMS. The IMS is a standalone system and provides no interconnectivity between the locations where it is used. When job details are required to be transferred from one PCC / station to another, this is done via telephone, e-mail, facsimile or printed via the QPS computer network from the IMS to a printer physically located within the other PCC / station.
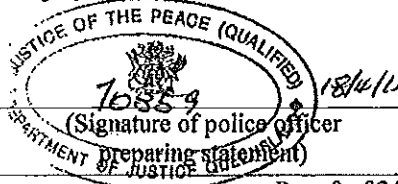
There is no interconnectivity between the ESCORT CAD and IMS.

There is also no interconnectivity between the ESCORT CAD or IMS, and the systems utilised by other emergency services in Queensland or interstate police agencies. When information is received at a communications centre of the Queensland Fire and Rescue Service (QFRS), Queensland Ambulance Service (QAS) or an interstate policing agency, information is only able to be transferred to a QPS PCC or station by telephone, e-mail or facsimile.

When an operator in a PCC utilising ESCORT CAD receives a Triple Zero call from an area where the IMS is used, the job details are required to be transferred to the other location via telephone, e-mail, facsimile or printed via the QPS computer network from the ESCORT CAD system to a printer physically located within the other PCC / station.

The QPS does not presently have an incident command system or critical incident/information management system to assist with the management of major incidents, disasters or major planned events on a state-wide basis. The transfer of information in the lead-up to and during these types of events is presently conducted via telephone, e-mail or facsimile. The Wyvern incident command system is in use at the Brisbane POC only, however, this system has limited functionality.

The mobile voice radio networks throughout the state are police district centric. The radio network for the Metropolitan North and South Regions is based on ultra-high frequency (UHF) digital technology. In all other locations the radio networks operate on UHF analogue technology.

Radio networks for a police district terminate at the district PCC, or district headquarters station in those districts where there is no dedicated PCC. In some locations, the district's radio network is connected with the neighbouring district's network, however, there is no state-wide integration of the radio network.

All PCCs and regional district headquarters stations have a high frequency (HF) radio base station for long distance communications. Mobile HF units are fitted to vehicles that operate in remote localities.

Telephony systems in PCCs and at district headquarters stations are Alcatel-Lucent PABX (Private Automated Branch Exchange) systems. The PABX systems are location specific and operate independently to each other.

There is no interconnectivity between the individual PABXs.

There is no ability to load-share between PCCs or stations at the times when spikes in incoming calls (including Triple Zero) might be experienced, for example, during a disaster event.

All telephone calls (Triple Zero and non-emergency) received at, or made from PCCs, are recorded.
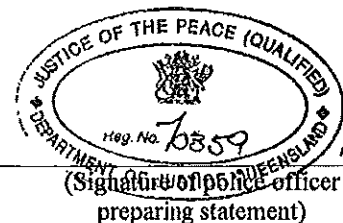
A Zetron 'Acom' system is also utilised in PCCs. This system displays connections to the telephone and radio systems to operators as icons on a visual LCD screen at their workstations. The Acom display provides operators with the ability to distinguish Triple Zero emergency calls from non-emergency calls, and monitor radio channels. Operators are able to select the telephone line or radio channel they wish to use, which incoming call they answer (including Triple Zero), and which radio channel to use when performing radio operator duties.

Call accounting programs are also used at PCCs to record details of call volumes, and the phone number and duration of telephone calls received or initiated at that location.

A Caller Line Identification (CLI) information feed is received from Telstra either directly into the ESCORT CAD system (Brisbane, Beenleigh, Broadbeach, Townsville and Cairns PCCs), or alternatively, at most of the locations using the IMS (including Toowoomba), displayed on a dedicated CLI feed monitor.
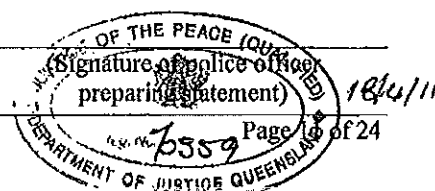
Operators in the PCCs using ESCORT CAD, and smaller locations without a direct CLI feed from Telstra (Charleville, Innisfail and Mareeba), are also able to obtain CLI information through a computer application accessible via an icon on the QPS computer located at their workstation. This is possible as CLI information for these locations is directed to Brisbane PCC. CLI information displayed on this system is available for all Triple Zero calls received in the previous few hours. Access to CLI information through this functionality is not available in the Toowoomba PCC.

Some PCCs also have other systems in place, for example, monitors to view local government closed-circuit television monitoring (CCTV) of public areas and traffic management systems, and police station / establishment security monitoring.

The Police Contact Centre (POLICELINK) performs a pivotal role in supporting and enhancing the QPS' capability to respond to major events, incidents and emergencies. Launched publicly in August 2010, POLICELINK provides the Queensland community with the ability to contact police for 'non-urgent matters' on a single nationally recognised number for non-urgent police contact – 131444.

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Calls received at POLICELINK are 'triaged', and where an operational police response is required, information is transferred to PCCs either as a 'work ticket' which is transferred electronically to the relevant PCC, or if the matter is urgent enough, the call is transferred to the relevant PCC in a process known as a warm hands transfer. Calls actually transferred to PCCs in this way are reported as 'Urgent Assists'.

During the recent disaster events, POLICELINK provided the ability to handle, at short-notice, large call volumes from the affected community. POLICELINK therefore played a key support role during the disaster response to the Toowoomba, Lockyer Valley, Ipswich and Brisbane flood event, as well as assisting with the registration of people evacuated as a result of by Cyclone Yasi in north Queensland.

The types of services provided by POLICELINK include:

- Evacuee registration
- Welfare enquiries from family and friends
- General enquiries on all aspects of the disaster response
- Road status enquiries
- Processing SES requests
- Requests for urgent assistance (these are then referred to PCCs).

During disaster events, special major event lines are activated at POLICELINK.

On 10 January 2011, special major event lines were activated in response to the initial event in Toowoomba and the Lockyer Valley and remained activated until the recession of the flooding in Brisbane and Ipswich. A total of 16,570 calls were answered on the major event lines over this period.

Immediately prior to, during and post the impact of Cyclone Yasi, POLICELINK handled almost 7,900 calls on the major events lines. These lines had been established specifically to register evacuees and to answer enquiries from concerned friends and relatives, before, during and after the disaster event.

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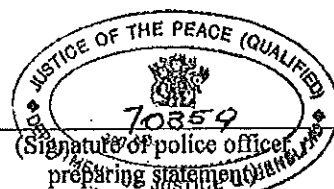
POLICELINK utilised a Genesys call distribution system and has the capacity to receive Triple Zero calls. It is proposed in the draft *QPS Contact Management Strategy 2010 to 2020* that POLICELINK will be integrated into the QPS Triple Zero call management processes.

In response to Point 4 of the Commission's Letter of Requirement: *a description of any particular way in which '000' calls are managed in the Toowoomba region*, I provide the following information:

Other than the general Triple Zero call answering processes previously outlined, I have no personal experience or knowledge of the actual management processes for Triple Zero calls in the Toowoomba region.

General requirements for the management of PCCs and the answering of Triple Zero calls are contained in the relevant sections of the Service's Operational Procedures Manual (OPM). These requirements are also supplemented by local Standard Operating Procedures (SOPs) which should exist for all PCCs.

Analysis of Triple Zero call data by Acting Inspector Jenkins and A/AO5 Davidson previously referred to provides some insight into how these calls are actually managed in terms of the Overflow Arrangements. A more detailed explanation of this is provided in response to the following Point.

In response to Point 5 of the Commission's Letter of Requirement: *whether there were any operational difficulties encountered by the communications room/s and '000' call operators due to the volume of '000' calls received on 10 January 2011 from the Toowoomba region*, I provide the following information:

The volume of Triple Zero calls received state-wide in January 2011 has previously been provided. The number of Triple Zero calls directed to the Toowoomba PCC on 10 January 2011 as 'first presentations' was 640 calls. 328 of these calls were answered at the Toowoomba PCC on the 'first presentation'.

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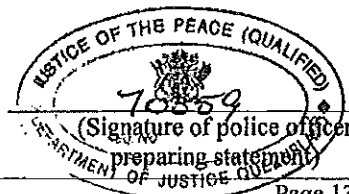
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The 312 calls not answered on first presentation were re-presented to the Toowoomba, Ipswich and Brisbane PCCs as per the predetermined Overflow Arrangements. 49 of these call re-presentations were answered at the Toowoomba PCC after varying attempts.

It appears however, that the inclusion of a 'non-emergency' response line number in the Overflow Arrangements for the Toowoomba PCC as the 2nd presentation number has had an impact on the answering of Triple Zero calls during the event on 10 January 2011.

For example, of the 312 calls not answered on the 1st presentation, 299 were re-presented to the non-emergency Response line at Toowoomba PCC, and 13 to the Ipswich (Yamanto) PCC. All 13 calls received at Ipswich PCC were answered, however, only 26 of the 299 calls re-presented on the Toowoomba PCC response line as 2nd presentations were answered.

In total, 1,454 presentations to the QPS were required before all Toowoomba's 640 Triple Zero calls were answered on 10 January 2011. Of these, 1,054 presentations were made to the Toowoomba PCC. This includes 14 presentations of calls originally destined for other PCCs. One call required 17 presentations before it was finally answered in Toowoomba on the 5th round of the Overflow Arrangements. In terms of duration, this equates to in excess of 12 minutes. A detailed analysis of the presentations required for the Triple Zero calls is provided in the document titled 'Toowoomba PCC – Number of Triple Zero Call Presentations – 10 January 2011'.

In the full 24-hour period for 10 January 2011, Toowoomba PCC actually answered 389 Triple Zero calls, 377 of their own presentation / re-presentations and 22 on behalf of other PCCs. Two calls initially destined for the QFRS and QAS communications centres at Southport were also answered by the Toowoomba PCC.

Detailed information in relation to the number of Triple Zero calls actually presented to and answered at the Toowoomba, Ipswich and Brisbane PCCs on 10 January 2011, and the number of full re-presentations required before some of these calls were answered, is provided in the documents titled:

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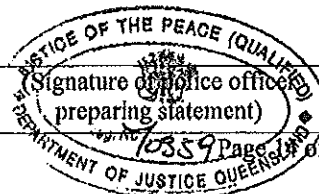
- Triple Zero Calls Received QPS PCCs State-wide on 10 January 2011 – Detailed Call Analysis

- Triple Zero Calls Presented to Toowoomba PCC and Answering Details – 10 to 12 January 2011

- Triple Zero Calls Presented to Yamanto PCC and Answering Details – 10 to 12 January 2011

- Triple Zero Calls Presented to Brisbane PCC and Answering Details – 10 to 12 January 2011

- Triple Zero Call Answering Performance 10 January 2011 – Toowoomba PCC

- Toowoomba PCC Triple Zero Calls – Presentations Required to Answer – 10 January 2011

- Toowoomba PCC – Number of Triple Zero Call Presentations – 10 January 2011

- Toowoomba PCC First Presentation Triple Zero Calls received / Answered in 15 Minute Intervals on 10 January 2011 (Graph)

- Triple Zero First Presentations – January 2011 (Graph)

- Triple Zero Calls Received During Disaster Period (Graph)

In response to last two Points of the Commission's Letter of Requirement: (6) *any additional resources required by the communications room/s and/or '000' call operators that might assist in responding to future disaster and/or flood events*, and (7): *any operational changes or recommendations to improve communication room/s and/or the conduct of '000' call operators in responding to future disaster and/or flood events*, I provide the following information:

These two Points are inextricably intertwined with one another. There is no single technology or strategy that will resolve the issues in Triple Zero call answering processes or PCCs particularly in disaster events.

Triple Zero call answering performance and PCC efficiency and effectiveness will only be improved through the implementation of a range technologies, that are integrated and to form an interconnected virtualised communications network. These technologies must also be complemented with appropriate organisational changes and PCC staffing models based on historical and expected work volumes.

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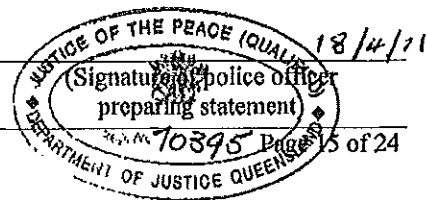
An example of the benefits of economies of scale that might be obtained from optimising PCCs is included in the Table in the document titled 'PCC Staff Requirements Based on Analysis of State-wide Triple Zero Call Data for January 2011'.

These technologies and strategies include:

- A telephony system, Alcatel Genesys for example, that would facilitate load-sharing and allow Triple Zero calls to be directed to an available operator irrespective of their location, as opposed to the current process of directing them to a facility (PCC / station) where there might be insufficient operators on-duty to handle the volume of incoming emergency calls in conjunction with their other duties.

- A single CAD system used by all PCCs state-wide interfaced with other QPS records databases, for example QPRIME.

- The QPS CAD system should also be interfaced with the CAD systems of the other emergency services via an Inter-CAD Electronic Messaging System (ICEMS) so as to facilitate the timely and seamless transfer of information between the agencies.

- Automated CAD Dispatching to reduce congestion on the voice radio networks.

- A connected (trunked) state-wide digital communications network for voice and data that would provide scalability and allow operations to be conducted in any part of the state, from any part of the state.

- Mobile Services applications to provide operational officers with access in-the-field so as to reduce the burden on PCC in performing 'checks' in response to requests over the radio network.

Introduction of a regionally-based PCC network to obtain the benefits from 'economies of scale' that optimises the efficiency and effectiveness of PCCs.

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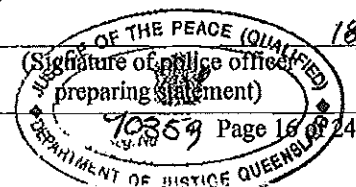
- Staffing levels in PCCs commensurate with their operational requires in terms of the call answering (Triple Zero emergency and non-emergency) and radio channels.

- Ensuring that non-emergency numbers are not included in the Overflow Arrangements.

- The introduction of a KPI for the answering of Triple Zero emergency call – 90% of calls within 10 seconds and all on 1st presentation.

- Implement strategies necessary for the interconnection and integration of PCC operations to create a virtualised communications environment, including the integration of POLICELINK into the communications network.

- In the longer term, the QPS considers the recommendations of the draft QPS Contact Management Strategy 2010 to 2020, in particular having only two or three urgent contact centres that are 'joined up' with a whole-of-government emergency services strategy.

Conclusions and Recommendations of the Strategic *Assessment of Public Safety Communications Report* (The State of Queensland (Queensland Police Service & Department of Emergency Services, 2008, pp. 69-71) (the SA Report) included reference to the implementation of many of these technologies and strategies. Specifically, the SA Report (pp. 69-70) concluded that:

> **The integration of technologies, in particular CAD systems, AVL and mobile services is essential to realising the full benefits to be derived from the synergies between them. Further efficiencies are also available through converging technologies, for example the establishment of a government radio network (GRN).**

The SA Report further concluded and recommended that:

Investment areas include:

- a multi-year investment in voice and data networks, **which should be progressed as a matter of priority;**

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- continuation by the QPS with the procurement process for a new CAD solution. This process should include consideration for ensuring an interoperability interface with DES ESCAD, the verification of which should also be considered during the procurement process (consideration should also be given for any costs associated in developing / verifying such an interface being borne equally by the QPS and DES, and further, issues relating to interoperability should not impede the QPS process of acquiring a new CAD solution in a timely manner);

- rationalisation of communications centres by all agencies;
- development of telephony systems and data network architectures that provide interoperability between agencies and which facilitate the virtualisation of communications centres; and
- development of a Government Enterprise Architecture based public safety information architecture.

Supplementary information.

In pursuance of the Conclusions and Recommendations in the SA Report, the QPS has initiated, or is involved with, a number of initiatives that will deliver improved capabilities in PCCs. These include:
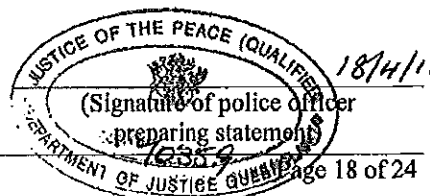
The Public Safety Front-line Communications (PSFC) Program:

This is a multi-agency program adopting a cluster-based approach aimed at integrating, interconnecting and converging the communications networks of the public safety agencies in Queensland. The public safety agencies include the Queensland Police Service and Department of Community Safety (DCS) which now incorporates the Queensland Fire and Rescue Service (QFRS), Rural Fire Service (RFS), Queensland Ambulance Service (QAS), Queensland Corrective Services (QCS), Emergency Management Queensland (EMQ) and the State Emergency Service (SES).

The PSFC Program is sponsored by the Public Safety Communications (PSCP) Steering Committee; a joint working party comprising re-presentatives from QPS, DCS, Department of Public Works (Telecommunications, Broadband and the Digital Economy Coordination Office (TBDECO)), Department of the Premier and Cabinet, and Queensland Treasury. The Steering Committee is presently co-chaired by Deputy Commissioner (Regional Operations) Ian Stewart (QPS) and Commissioner Lee Johnson (QFRS).

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In 2008, the Steering Committee sponsored a Strategic Assessment of Public Safety Communications Project which identified that opportunities existed for a joint investment in the provision of front-line communications to police, corrective services and emergency services personnel.

Front-line communications incorporates the myriad of technologies including: voice radio communications, voice telephony systems (terrestrial and satellite), mobile services (mobile data), fixed data networks, rationalised communications centres, Computer Aided Dispatch (CAD) systems, Automatic Vehicle Location (AVL), digital data transfer for CAD dispatching, backend databases and applications (for example Geospatial Information Systems (GIS)), and data storage facilities which collectively support QPS and DCS front-line personnel.

A state-wide digital communications network, shared between QPS and DCS, will provide numerous benefits including:

- the ability to meet current operational requirements not supported by existing technology
- improved safety for front-line personnel and the community
- mature levels of interoperability between DCS and QPS
- improved Command and Control
- higher visibility policing and emergency services by providing greater mobility
- integration and convergence of multiple technologies to provide a resilient network
- an enhanced effectiveness and efficiency in communications network management.

There are also numerous external drivers that are impacting the QPS from a communications perspective including:

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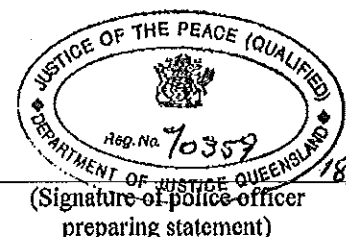
- The allocation of radio spectrum by the Australian Communications and Media Authority (ACMA) which will amalgamate all government radio spectrum into a common, lower frequency band (403 - 430 MHz). There is substantial impact for QPS as a consequence this as some equipment will need to be totally replaced due to it's incompatibility with this lower frequency band.

- The national Law Enforcement Security Radio Spectrum Committee (LESRSC) strategic plan which identifies the need for all state, territory and federal Law Enforcement Agencies to move to an interoperable radiocommunications environment in order to enhance responses to counter-terrorism related incidents, natural disasters and day-to-day operations in border localities.

- Harmonisation of the radio communications environment under the Australian Government's National Framework to Improve Government Radiocommunications Interoperability (National Framework). The National Framework will provide a harmonised radio communications environment for public protection and disaster relief.

The PSFC Program will progress public safety front-line communications initiatives including the identification, specification, acquisition, implementation and ongoing management of front-line communications technologies in Queensland up to 2020. The outcomes of the PSFC Program will provide the required communications networks necessary to enhance the operational effectiveness and efficiencies of front-line personnel, and improve front-line personnel and community safety.

The PSFC Program is currently in the final stages of preparing the Business Case for a state-wide Public Safety Wireless Network (PSWN). A PSWN would deliver a single digital communications environment for providing mobile voice and narrow-band data capability for QPS and DCS. A narrow-band data network would provide the capability for officer duress, automatic vehicle location (AVL) and automated CAD dispatching functionality.

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Additionally, the QPS, through the PSFC Program, is working closely with the DPW in conducting a Strategic Assessment and Preliminary Evaluation for an expanded version of the PSWN, a Government Wireless Network (GWN). The GWN would provide the digital communications environment for mobile voice and narrow-band data capability on a whole-of-government basis.

The QPS is also in discussions with other departments, and inter-state police and federal law enforcement agencies with a view to securing an allocation of spectrum in the 700 Megahertz band (the 'Digital Dividend') for wide-band data capability. Spectrum in this band is necessary to provide mobile services capability for front-line personnel to be able to enter data into and access and search operational databases in-the-field, utilise Automatic Number Plate Recognition (ANPR) technology, and live stream video from in-vehicle cameras particularly during pursuits.

Computer Aided Dispatch (CAD) Project

The CAD Project is currently implementing a new CAD system (Fortek Vision) to replace the existing ESCORT CAD system. The new CAD system will provide enhanced capabilities for the call-taking and dispatch functions by interfacing with other QPS systems such as QPRIME, and facilitating the automated flow of information from POLICELINK to PCCs.

Options are also being investigated that would provide operational officers and management personnel with limited access into the new CAD system from stations and other establishments. This would enable non-PCC personnel to conduct limited data entry, and management and intelligence related enquiries.

The CAD Project is also working with DCS personnel to ensure that the new QPS CAD system will be able to interoperate with the DCS CAD system via an ICEMS.

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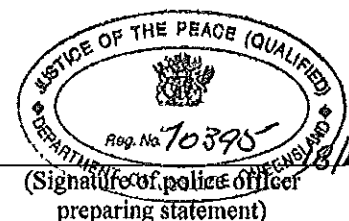
Critical Incident Management System (CIMS) Project

The CIMS Project has been established to identify and implement a CIMS (an Incident Command System) for state-wide application within the QPS. The new system will be scalable and have the ability to provide interoperability with other Queensland emergency service organisations, and interstate and federal law enforcement agencies.

The CIMS will provide the ability to centrally record information relating to an event. This information will provide operational commanders and decision-makers with enhanced situational awareness and intelligence for decision making and forward planning during the management of the event.

This project will be conducted in close cooperation with the DCS 'All Hazards' Information Management Program which has a number of subordinate projects relating to emergency and disaster management.

Mobile Services

Mobility is currently considered to be the most significant area for organisational change and improvement within the QPS in the foreseeable future. Mobile ICT services for QPS will not only mobilise officers and devices, but also mobilise key business processes and critical information. It encompasses all facets of the delivery and capture of electronic information in the field.

Distributed access to core information and application systems to police officers in-the-field will significantly improve officer safety, productivity and customer service, whilst simultaneously delivering cost efficiencies.

Mobile ICT services have the capability of delivering operational functions such as e-ticketing, mobile response, mobile livescan (fingerprint identification), mobile checks of persons, locations and vehicles checks, Computer Aided Dispatch digital tasking, Automatic Vehicle Location and the capture and transfer of in-vehicle video directly to and from officers in the field.

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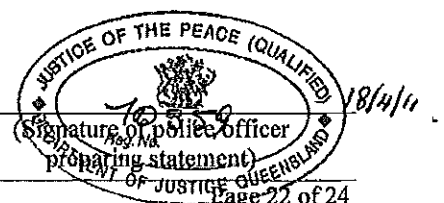
The QPS Pursuit Project recently identified that in-vehicle (car) cameras/video (ICC) technology was necessary to complement any policy change in relation to pursuits.

A behavioural evaluation of ICC was completed in April 2010. This culminated in a business case to perform further evaluation of ICC camera technology. A market scan has been undertaken to identify suitable systems and refine the requirements for a solution that could integrate in-car camera, automatic number plate recognition (ANPR) and mobile data capabilities within a single in-vehicle computing platform. A technical evaluation will shortly be commenced.

Telephone Coordination Unit (TCU) Projects.

Projects being conducted by the Telephone Coordination Unit that will impact on PCC operations include:

- New SatCUG (Satellite Closed User Group) type services integrated into multi media IP voice over Alcatel PABX.

- Integration of PCCs and operational stations by IP multi media services over current Alcatel systems.

- Upgraded Blue Emergency Phones fleet linked through IP multi media services over current Alcatel systems.

- Integration of mobile voice and video into IP multi media services over current Alcatel systems.

Grant A Pitman

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Justices Act Acknowledgement

Justices Act 1886

I acknowledge by virtue of section 110A(6C)(c) of the Justices Act 1886 that:

    (1)   This written statement by me dated 18 April 2011 and contained in the pages numbered 1 to 24 is true to the best of my knowledge and belief; and

    (2)   I make this statement knowing that, if it were admitted as evidence, I may be liable to prosecution for stating in it anything that I know is false.

....   .Signature

Signed at Brisbane this Eighteenth day of April 2011.

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