

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

	Total Police	ESO Call Attempts %				ESO Call Attempts by Volume				Not Answered 1st Try	
	Calls (1)	1st Try	2nd Try	3rd Try	More	1st Try	2nd Try	3rd Try	More		
Jul-07	34,417	90.65	5.63	2.66	1.06	31,199	1,938	915	365	3,218	9.35
Aug-07	37,871	90.52	5.65	2.67	1.16	34,281	2,140	1,011	439	3,590	9.48
Sep-07	39,874	89.93	5.93	3.03	1.11	35,859	2,365	1,208	443	4,015	10.07
Oct-07	41,358	92.91	3.89	1.46	1.74	38,426	1,609	604	720	2,932	7.09
Nov-07	41,366	89.01	6.27	3.36	1.37	36,820	2,594	1,390	567	4,546	10.99
Dec-07	45,984	87.45	8.01	2.85	1.69	40,213	3,683	1,311	777	5,771	12.55
Jan-08	41,722	90.18	7.36	1.92	0.54	37,625	3,071	801	225	4,097	9.82
Feb-08	40,264	89.41	7.62	2.07	0.90	36,000	3,068	833	362	4,264	10.59
Mar-08	40,801	88.53	8.17	2.15	1.15	36,121	3,333	877	469	4,680	11.47
Apr-08	35,953	89.42	7.73	1.90	0.95	32,149	2,779	683	342	3,804	10.58
May-08	38,401	88.65	8.11	2.05	1.20	34,042	3,114	787	461	4,359	11.35
Jun-08	36,548	89.23	7.69	1.96	1.11	32,612	2,811	716	406	3,936	10.77
Annual Total	474,559					425,347	32,504	11,138	5,575	49,212	
Annual Average	39,547	89.66	6.84	2.34	1.17	35,446	2,709	928	465	4,101	10.34
Jul-08	37,126	89.29	7.77	1.96	0.98	33,150	2,885	728	364	3,976	10.71
Aug-08	37,643	88.96	7.99	1.91	1.14	33,487	3,008	719	429	4,156	11.04
Sep-08	37,576	87.98	8.34	2.40	1.27	33,059	3,134	902	477	4,517	12.02
Oct-08	41,090	87.02	8.89	2.82	1.27	35,757	3,653	1,159	522	5,333	12.98
Nov-08	41,235	86.84	8.98	2.73	1.45	35,808	3,703	1,126	598	5,427	13.16
Dec-08	42,989	87.42	8.56	3.12	0.90	37,581	3,680	1,341	387	5,408	12.58
Jan-09	38,915	87.63	8.14	3.21	1.02	34,101	3,168	1,249	397	4,814	12.37
Feb-09	35,664	87.22	8.45	3.37	0.96	31,106	3,014	1,202	342	4,558	12.78
Mar-09	37,876	86.45	8.64	3.90	1.01	32,744	3,271	1,477	384	5,132	13.55
Apr-09	37,285	88.26	7.56	3.63	0.56	32,906	2,817	1,355	207	4,379	11.74
May-09	36,990	89.75	6.62	3.18	0.45	33,200	2,449	1,175	166	3,790	10.25
Jun-09	35,110	89.95	6.82	2.83	0.41	31,582	2,393	992	143	3,528	10.05
Annual Total	459,499					404,482	37,173	13,424	4,416	55,017	
Annual Average	38,292	88.06	8.06	2.92	0.95	33,707	3,098	1,119	368	4,585	11.94
Jul-09	34,459	92.35	5.60	1.76	0.29	31,823	1,930	603	100	2,636	7.65
Aug-09	37,687	91.61	5.88	2.14	0.37	34,524	2,215	807	141	3,163	8.39
Sep-09	37,225	90.32	6.85	2.42	0.41	33,622	2,549	902	152	3,603	9.68
Oct-09	40,591	89.34	7.54	2.65	0.48	36,264	3,059	1,075	193	4,327	10.66
Nov-09	38,633	90.06	6.81	2.73	0.41	34,792	2,630	1,054	157	3,841	9.94
Dec-09	44,086	89.19	7.34	2.79	0.68	39,320	3,236	1,230	300	4,766	10.81
Jan-10	40,880	90.95	6.51	2.27	0.26	37,182	2,662	930	106	3,698	9.05
Feb-10	35,500	89.71	7.02	2.85	0.42	31,847	2,493	1,010	150	3,653	10.29
Mar-10	37,401	90.12	6.77	2.78	0.33	33,707	2,531	1,040	123	3,694	9.88
Apr-10	36,463	89.74	7.20	2.71	0.35	32,722	2,626	989	126	3,741	10.26
May-10	34,971	91.03	6.49	2.20	0.28	31,834	2,270	769	98	3,137	8.97
Jun-10	32,878	91.58	6.27	2.05	0.11	30,110	2,060	673	35	2,768	8.42
Annual Total	450,774					407,747	30,261	11,085	1,681	43,027	
Annual Average	37,565	90.50	6.69	2.45	0.36	33,979	2,522	924	140	3,586	9.50
Jul-10	36,682	91.00	6.52	2.28	0.20	33,381	2,391	835	75	3,301	9.00
Aug-10	34,389	90.63	6.66	2.37	0.35	31,166	2,289	815	119	3,223	9.37
Sep-10	37,366	88.89	7.65	2.97	0.49	33,215	2,860	1,109	182	4,151	11.11
Oct-10	40,107	89.03	7.32	3.08	0.57	35,707	2,936	1,237	227	4,400	10.97
Nov-10	38,589	86.57	8.73	4.01	0.69	33,407	3,368	1,548	266	5,182	13.43
Dec-10	44,611	85.95	8.81	4.38	0.87	38,341	3,928	1,953	389	6,270	14.05
Jan-11	44,953	85.64	8.76	4.41	1.19	38,499	3,938	1,981	535	6,454	14.36
Feb-11	37,259	87.13	8.32	3.79	0.76	32,464	3,100	1,412	283	4,795	12.87
Mar-11	39,554	86.00	8.48	4.31	1.20	34,018	3,356	1,706	474	5,536	14.00
Annual Total (to date)	353,510					310,198	28,166	12,596	2,550	43,312	
Annual Average (to date)	39,279	87.87	7.92	3.51	0.70	34,523	3,101	1,361	260	4,722	12.13
Annual Total						654,919	59,433	26,553	5,360	91,346	
Annual Average		87.87	7.92	3.51	0.70	59,538	5,403	2,414	487	8,304	12.13

Notes:

- The ring time for Triple Zero calls was extended to 45 seconds state-wide from 1 July 2009. Prior to this date, ring time was 45 seconds for Brisbane PCC and 27 seconds for all other PCCs.
- All PCCs began receiving "work tickets" (taskings) from Policelink on 17 May 2010 and began receiving 'urgent assist' calls (131 444 calls actually transferred into PCCs - warm hands transfer) from Policelink on 8 August 2010. The number of calls from the public to Policelink increased significantly following the public launch of the 131 444 number on 8 October 2010. This coincides with a marked increase in the number of Triple Zero calls not answered on first presentation.

Source: Analysis by A/Insp Steve Jenkins and AAO5 Gail Davidson (QPS/DCS Public Safety Front-line Communications Program) of data provided by Telstra Emergency Service Answer Point Support (Triple Zero Call Centre)