

Triple Zero Call Answering Performance 10 January 2011 - Toowoomba PCC										
Date	1st Presentation PCC	Hour	No. of Unsuccessful Attempts	Toowoomba Triple Zero Line	Toowoomba Response Line	Yamanto	Brisbane	Grand Total		
10/01/2011	TOOWOOMBA		0	2				2		
		Total 12 mn - 1 am		2				2		
			0	2				2		
		Total 6 - 6 am		2				2		
			0	2				2		
		Total 7 - 8 am		2				2		
			0	2				2		
		Total 8 - 9 am		2				2		
			0	2				2		
		Total 10 - 11 am		2				2		
			0	1				1		
		Total 11 - 12md		1				1		
			0	2				2		
			1		1			1		
		Total 12 md - 1 pm		2	1			3		
			0	40				40		
			1	1	2			3		
			2			28	1	29		
			3				9	9		
			4	3				3		
			7				1	1		
			10			1		1		
			14			1		1		
		Total 1 - 2 pm		44	2	30	11	87		
			0	74				74		
			1	1	10		1	12		
			2			50		50		
			3			1	21	22		
			4	10				10		
			5	1				1		
			6			6		6		
			7				4	4		
			8	2				2		
			10			2		2		
			11				1	1		
			13			1		1		
			14			1		1		
			16	1				1		
		Total 2 - 3 pm		88	11	59	27	186		
			0	29	5			34		
			1		1	12		13		
			2			9	2	11		
			3				1	1		
		Total 3 - 4 pm		28	6	21	3	58		
			0	48				48		
			1		6			6		
			2			35		35		
			3	1			14	15		
			7				1	1		
			8	1				1		
		Total 4 - 5 pm		80	6	35	15	136		
			0	40				40		
			1		1			1		
			2			16		16		
		Total 5 - 6 pm		45	1	16		62		
			0	32				32		
			1	1				1		
			2			17		17		
			3				1	1		
		Total 6 - 7 pm		33		17	1	51		
			0	16				16		
			2			5		5		
			3				1	1		
		Total 7 - 8 pm		10		6	1	17		
			0	14				14		
			1		2			2		
			2			8		8		
			3				3	3		
		Total 8 - 9 pm		14	2	8	2	26		
			0	10				10		
			1		2			2		
			2			5		5		
		Total 9 - 10 pm		10	2	5		17		
			0	3				3		
			1		1			1		
			2			3		3		
			3				1	1		
		Total 10 - 11 pm		3	1	3	1	8		
			0	4				4		
			2			2		2		
		Total 11 - 12mn		4		2		6		
		TOOWOOMBA Total				345	32	201	62	640
		10/01/2011 Total				345	32	201	62	640
		Grand Total				345	32	201	62	640

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