

Estimates Committee 2013
Questions Taken On Notice

(18/06/2013 to 27/06/2013)

Date: 20/06/2013

Output:

Sub Output:

Subject: Triple O Calls

From: Mr Michael Gunner to Chief Minister Adam Giles
Northern Territory Police Fire and Emergency Services

3-16

Question:

What percentage of the triple zero calls for 2012-2013 were responded to within 10 minutes, with a Territory wide percentage and a Darwin wide percentage, and what was the average response time?

Answer:

Answered On: 11/07/2013



Legislative Assembly of the Northern Territory
Estimates Committee

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Registration No.: 3.16

Responsible Minister: The Hon Adam Giles MLA, Chief Minister and Minister for Police, Fire and
Emergency Services

Responsible Agency: Northern Territory Police, Fire and Emergency Services

QUESTION ON NOTICE

FROM: Mr Michael Gunner MLA, Member for Fannie Bay

Tel.: 8999 6437

TO: Chief Minister Adam Giles, Minister for Police, Fire and Emergency Services

ANSWER

3.16 – Triple 0 Calls

‘What percentage of the triple zero calls for 2012-2013 were responded to within 10 minutes, with a Territory wide percentage and a Darwin wide percentage, and what was the average response time?’

Response:

How many Triple Zero calls in 2012-13 were answered within 10 seconds?

For the nine month period from 1 July 2012 to 31 March 2013, 63.34% of Triple Zero calls were answered within 10 seconds.

How many Triple Zero and Police Assistance Line (PAL) calls in 2012-13 were dispatched within 10 minutes?

A significant number of the calls received at the Joint Emergency Services Communications Centre do not require an emergency/urgent police response.

For the nine month period 1 July 2012 to 31 March 2013, Northern Territory Police were dispatched within 10 minutes for 64% of Territory-wide calls. It is important to note that this figure encompasses both Triple Zero and PAL calls, and incorporates urgent and non urgent call types. This also incorporates dispatches at all regional areas.

As of 2011-12, the reported dispatch figures, related to urgent calls for assistance (priority one), were changed from the Greater Darwin Area to Territory-wide, in line with our Budget Performance Measures as stipulated in *Budget Paper No.3*. Therefore, only the Territory-wide dispatch response is provided.