

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY**WRITTEN QUESTION**

Ms Martin

to Minister for Tourism

Northern Territory Visitor Information Line – Phone Centre

1. Does the Northern Territory Tourist Commission monitor the phone centre network which is attached to the Northern Territory Visitor Information Line.
 2. If so, What is –
 - (a) the average length of time for a response to a call;
 - (b) how long are people kept waiting in the telephone queue before being answered; and
 - (c) what is the hang up rate.
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ANSWER

1. If the Leader of the Opposition is referring to the Consumer Information Line, as operated by the Northern Territory Holiday Centre, then, yes, the Northern Territory Tourist Commission does monitor this telephone information service.
2. The following information refers to the period from 1 January 2000 until 19 December 2000.
 - (a) on average, consultants spent 5 minutes and 27 seconds responding to callers;
 - (b) the average queue wait time for callers was 1 minute and 23 seconds; and
 - (c) of a total of 42,969 calls, 1,934 were abandoned by callers (4.5%).