

ESTIMATES COMMITTEE
Question Taken on Notice

Question Number: 5.8

Output Number: Whole of Government

Date: 18/06/2024

From: Mrs Lia Finocchiaro

To: Hon Brent Potter

Portfolio: Police

Agency: NT Police

Subject: Triple zero call wait times

QUESTION

What was the longest time someone waited for their 000 call to be answered?

ANSWER

There were six days within the Estimated period where the wait time exceeded 90 seconds.

The longest time it took to answer a Police 000 call was 1106 seconds (18.4 minutes). This occurred between 3pm and 4pm on 22 September 2023.

The next longest wait time was 268 seconds (4.47 minutes). This occurred between 11am and 12 noon on 12 September 2023.