



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question taken on notice

Asked by: Ms Deborah Morris MLA

Addressed to: Minister for Police, Fire and Emergency Services

In relation to: ACT Policing and average time for triple zero call to reach ACT Policing

Hearing: 28/07/2026

Uncorrected Proof Transcript pp 31

Transcript provided: 30/07/2026

Answer Due: 06/08/2026

Mr Scott Lee took on notice the following question(s):

MRS MORRIS: That is a pretty extraordinary decline in the number of first presentation calls that were answered. What is the average time taken for a 000 call to reach ACT Policing?

Mr Lee: Sorry, Mrs Morris. Do we have that figure with us? We might need to take that on notice.

MRS MORRIS: Okay, but you do record that figure?

Mr Lee: We would have the average answering time, yes. I do believe that we do have that figure.

MRS MORRIS: And what would the longest wait time be as well?

Mr Lee: Again we would need to take that on notice but we could certainly provide that advice to you. We will see if we can get it while the committee is underway but if not, we will need to take it on notice for you.

Dr Marisa Paterson MLA: The answer to the Member's question is as follows:

During the 2025-26 financial year, ACT Policing received 56,146 Triple Zero calls. For the purposes of this response, the time taken for a call to "reach ACT Policing" is measured as the time taken for ACT Policing to answer the call. ACT Policing answered 44,778 calls on first presentation in an average of 10 seconds.

Calls not answered on the first presentation are automatically redirected to another call taker after 45 seconds (These are referred to as subsequent presentations).

The total average time to answer a Triple Zero call includes the time taken from all previous presentations.

The longest recorded time before a call was answered was approximately 240 seconds.

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Of the 56,146 Triple Zero calls presented to ACT Policing, 19,155 were not life threatening or time critical incidents, which impacts ACT Policing's ability to respond to actual emergency calls.

Approved for circulation to the Select Committee on Estimates 2026-2027

Signature: 

14/8/26

Date:

By the Minister for Police, Fire and Emergency Services, Dr Marisa Paterson MLA