

# Submitted by A Hughes

Submission number: 239062

Department of Communications' Review of the national Triple Zero (000) operator 2014.

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## Question 1: Community expectations

### Question 2: Challenges facing the Triple Zero service

Location of the incident is slow and prone to error for example; 1. multiple locations with the same name such as Mt Barker WA and Mt Barker SA. 2. locations with difficult place names. 3. location on long country roads. City, suburban and town site addresses: If the caller has to state the address use the software that Australia Post uses for difficult addresses in Video coding. The address is keyed in the following order; the street number, street name, suburb and state. The software will recognise as soon as the information is unique and fill in the rest such as 1 Joondalup Drive Joondalup WA. As soon as the first Joondalup appears there is no other street in Australia, so the suburb and state. appears. Rural addresses Rural addressing needs to be included

[https://datasmart.qgso.qld.gov.au/Events/datasmart.nsf/0/98ACA79B34E7BD174A2578A300195302/\\$FILE/old-ruraladdressinginfosheet.pdf?openelement](https://datasmart.qgso.qld.gov.au/Events/datasmart.nsf/0/98ACA79B34E7BD174A2578A300195302/$FILE/old-ruraladdressinginfosheet.pdf?openelement) The 000 computer is to determine the city and rural address in text and GPS co-ordinates and this is to be feed into the computer system of the relevant emergency service. This will allow the EM service operator to locate the location on an interactive map (Nearmap.com.au in which the images are less than 1 month old)as well as an operator reference. This prevents double handling of addressing information. The operator can quote the detected address to check that it is correct.

### Question 3: Other ways of requesting emergency assistance

Data life threatening emergency requests should consist of a standardised format which hopefully be adopted world wide. 1. The number to be dialed is 112 and the following data transmitted 2. The calling number 3. The GPS location of the calling device 4. An address text string which can be used as an override incase the caller is reporting an emergency for another location. This address is to be recognised as described in question 2, along with generating a second GPS location. 5. The service required eg P - police, F for fire and A for ambulance 6. If it is a medical emergency the "Medic Alert" details (<https://www.medicalert.org.au/>) 6. Call back number 7. Contact number eg relative, treating doctor This information could be generated by an automated calling device such a Medic alert, and as an mobile phone app. TTY users should be able to dial 112 and the 000 computer will recognise the TTY by the low data rate, will then ask for the following data; street address (as a text string), service required (first letter recognition is ok, re-ask in full, if not recognised, if for ambulance Medic Alert data, Call back number. The above inputted data is mirrored back to the caller along with appearing on the designated EM service computer. The sending device must display the call contents and also must be able to display the data ready for a potential call. Caller Id display should be able to display the message sequentially.

### Question 4: Improving information

1. If voice call is unintelligible a pre-programmed questions in multiple languages be available. The computer producing the foreign languages produce a high quality sound by native speakers of those language. 2. The 000 and the em services have Nearmap.com.au images available to their operators. These are current sharp images taken from a light aircraft. Views are from multiple angles. Google should be used in areas not covered by Nearmap. 3. Detection of voice calls as opposed to data calls so that a caller who is unable to talk can be assisted.

### Question 5: The role of the national Triple Zero operator

The national operator's function is to determine the location of the emergency and to route the call to the appropriate emergency service. The major function is to have a number which is remembered by all and is unlikely to be called by accident. The national operator should be renamed and its principal number should be changed to 112 which is used worldwide. 000 should be left active for 10 years but not promoted. Data calls mentioned above should be routed via this number but do not need operator intervention unless the data is unintelligible. Whilst the national operator is currently limited to police, fire and ambulance. This should be extended to electricity, gas suppliers as well as Hazmat

[http://www.safeworkaustralia.gov.au/sites/SWA/about/Publications/Documents/643/COP\\_Labelling\\_of\\_Workplace\\_Hazardous\\_Chemicals.pdf](http://www.safeworkaustralia.gov.au/sites/SWA/about/Publications/Documents/643/COP_Labelling_of_Workplace_Hazardous_Chemicals.pdf)

Other criteria Time between connection and the connection of the EM service % Correctly detected address as fed back from the EM services % non emergency calls % Nuisance calls % Police followed up non talking callers. Eg, a heart attack victim picks up the phone and collapses

### Question 6: The role of telecommunications providers

1. Priority for all 112 emergency calls. 2. Supply of which cell tower is communicating with the mobile device which is to be included with the address information 3. Telecom company to call the ISP source of a VOIP call so that the ISP can supply the client address details. ISPs are to include in contracts an alternate phone number and home address.

### Question 7: The role of innovators

### Question 8: Cooperation and decision-making

### Other comments

Change the service to 112 for all life threatening emergencies and to convince all counties' equivalent services such as 999 and 911 to also convert to 112 to use the same number everywhere. This service is essential because there is only one number to remember.

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