

Coroners Court of Victoria
65 Kavanagh Street
Southbank Victoria 3006

Attention: Coroner CARLIN

21 November 2016

Dear Coroner CARLIN

Inquest into the Death of: Medzit JAKUPI – COR 2014 2091

Thank you for your finding into the death of Medzit JAKUPI.

Consideration by ESTA of recommendation pursuant to section 72(2) Coroners Act 2008

ESTA has considered Her Honour's recommendation that ESTA amends protocols for call-takers to include an additional question after asking for the address to which emergency services are required, such as *"What type of residence is that?"* or *"Is that a house or a flat or something else?"*

ESTA is of the view that to do so would result in a significant increase in the total time taken by ESTA to process a Triple Zero call, affecting the more than 2.5 million Triple Zero calls ESTA handles per annum.

The critical nature of Triple Zero calls requires ESTA to process calls as quickly as possible, so that the relevant emergency service can be dispatched at the earliest opportunity.

ESTA has analysed the effect that asking an additional question would have on total time to dispatch an event. The verification of an emergency location is currently completed by asking two questions: "What is the address of the emergency?" The second being: "What is the nearest cross-street?" The second question is used to confirm the address obtained is at the correct location. Adding a third question would increase the time taken to complete the verification process and may result in additional time before emergency services are dispatched to a caller.

ESTA's CAD [Computer Aided Dispatch] system measures the total time to complete the verification process, not question by question. We have assumed that the addition of a new question will add an additional duration of 50 per cent of the current verification time to the current measured verification time (i.e. verification time will be 150 per cent of the current measured verification time). ESTA estimates that an additional verification question could add:

- 9.27 seconds to ambulance verification times and its Average Handling Time (AHT);
- 17.74 seconds to police verification times and its AHT; and
- 17.93 seconds to fire services verification times and AHT.

The analysis indicates asking of an additional question could adversely impact the timeframe in which emergency services are dispatched to the event. ESTA is of the view that to ask an additional question for each Triple Zero call is prohibitive and that the imperative to dispatch services as quickly as possible must be balanced against the remote risk that the locations of the event will be unable to be located by emergency services as a result of the information obtained during the verification process.

While there is not a formal question call-takers are required to ask regarding the nature of the premises at which emergency services are required, this information can become available to a call-taker and in such cases, is recorded by the call-taker.

While callers will sometimes volunteer information about the type of premises at which emergency services are required, at other times the call-taker is reliant on cues from the CAD map to indicate that the address is not a standard residential address or is in a block of apartments or flats or, as in Mr Jakupi's case, a caravan park or other premise.

Changes Implemented by ESTA following Mr Jakupi's death

While ESTA has not implemented any formal changes to its call-taker protocols and questions for Triple Zero calls, there have been a number of changes implemented by ESTA to respond to the issues raised by Mr Jakupi's death.

It was identified that there was an issue with the data provided to ESTA that was used in the CAD map. ESTA has taken action to ensure that this address will now display as the Shawlands Caravan Park. This will prompt the call-taker to ask additional questions regarding site number and directions when it is identified that the event location is Shawlands Caravan Park.

ESTA has also purchased location data from Tom Tom®¹ mapping data. This will see a significant increase in the number of 'common place names' (in excess of 200,000) incrementally included into ESTA's CAD mapping environment. This will provide automated and improved capability for ESTA call-takers to easily identify an increased number of locations, whether by entering the location name or the address.

ESTA is of the view that these changes will allow for emergency event locations to be verified more quickly and provide prompts for call-takers to seek further information to locate the event location in circumstances where there are multiple dwellings at a single location, without the need for additional questions as part of every Triple Zero call.

This enhanced dataset is planned for a staged implementation in the current financial year.

ESTA is deeply saddened by the death of Mr Jakupi and is committed to the continuous improvement of the services provided to the public and continues to regularly review these and other initiatives to ensure the effective and efficient delivery of those services.

¹ http://www.tomtom.com/en_au/

We are confident that with the improved set of data, this will significantly reduce the likelihood of the circumstances that arose during Mr. Jakupi's case recurring.

Yours sincerely



Ben Piper
Chief Operations Officer