Email submission by Rick.

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

'Firstly, can I say that the 000 service is a great resource but the underlying Intergraph software in Victoria is antiquated. Apart from the software the other major problem is the in-ablility to take data updates on an incremental basis. Victoria's framework data such as address, transport and property is available as a weekly update but ESTA only seems to refresh its data 4 times a year, 3 monthly.

All I can say to that is, young people who live in our expanding city new subdivisions must be fit and well and never call 000, because if they did, they would not be located.

Time to get a better system so that the 000 driver does not have to use his own phone with google to get an idea where they are going.'

Return to: [Submissions received for the Triple Zero review](#) page