



111 QUARTERLY REVIEW

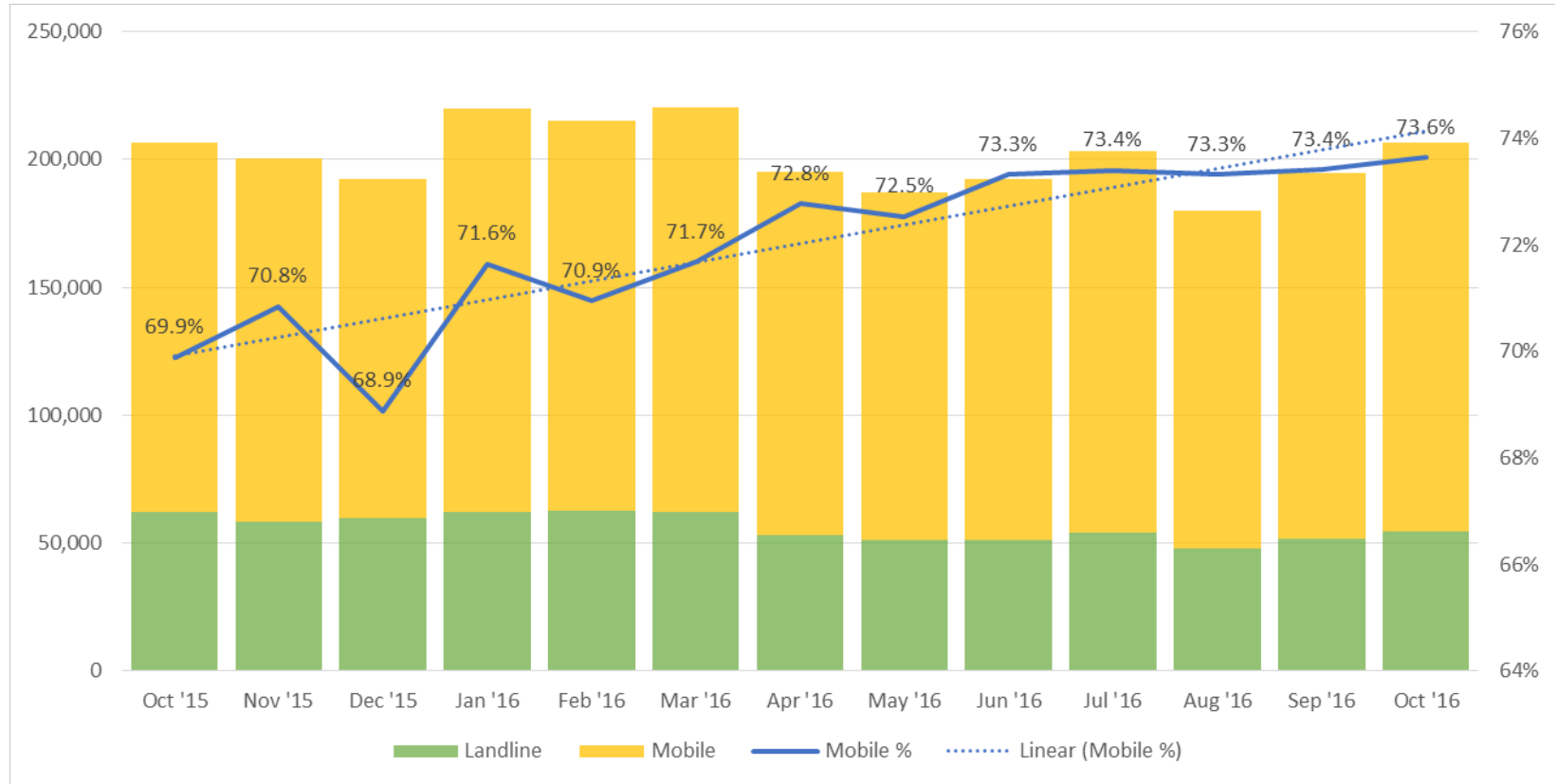
Aug – Oct 2016

Wednesday 30th November 2016

TOTAL 111 CALL VOLUME:

ALL CALLS DIALLING 111 BY ACCESS TYPE

Total call volume has begun to increase as we head into Summer. Mobile proportion continues to increase steadily.

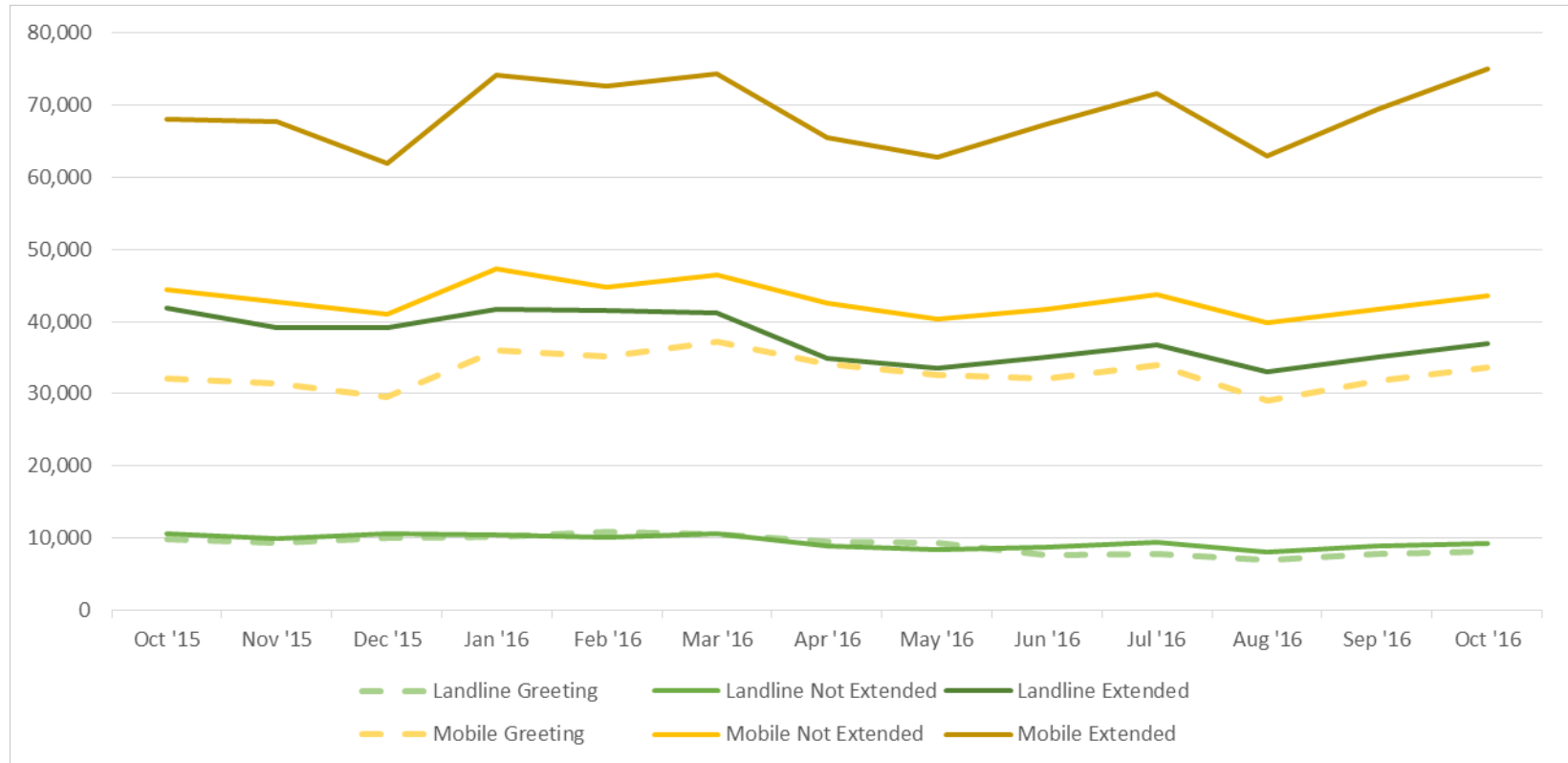


Note - This is all calls including those that reach the Greeting Message but hang up before entering the ICAP Queue.

TOTAL 111 CALL VOLUME:

COUNT BY ORIGINATING ACCESS TYPE AND RESULT

Mobile Greeting Message and Not Extended call remain steady while the number of Mobile Extended calls has sharp increase in October. Landline remains stable.

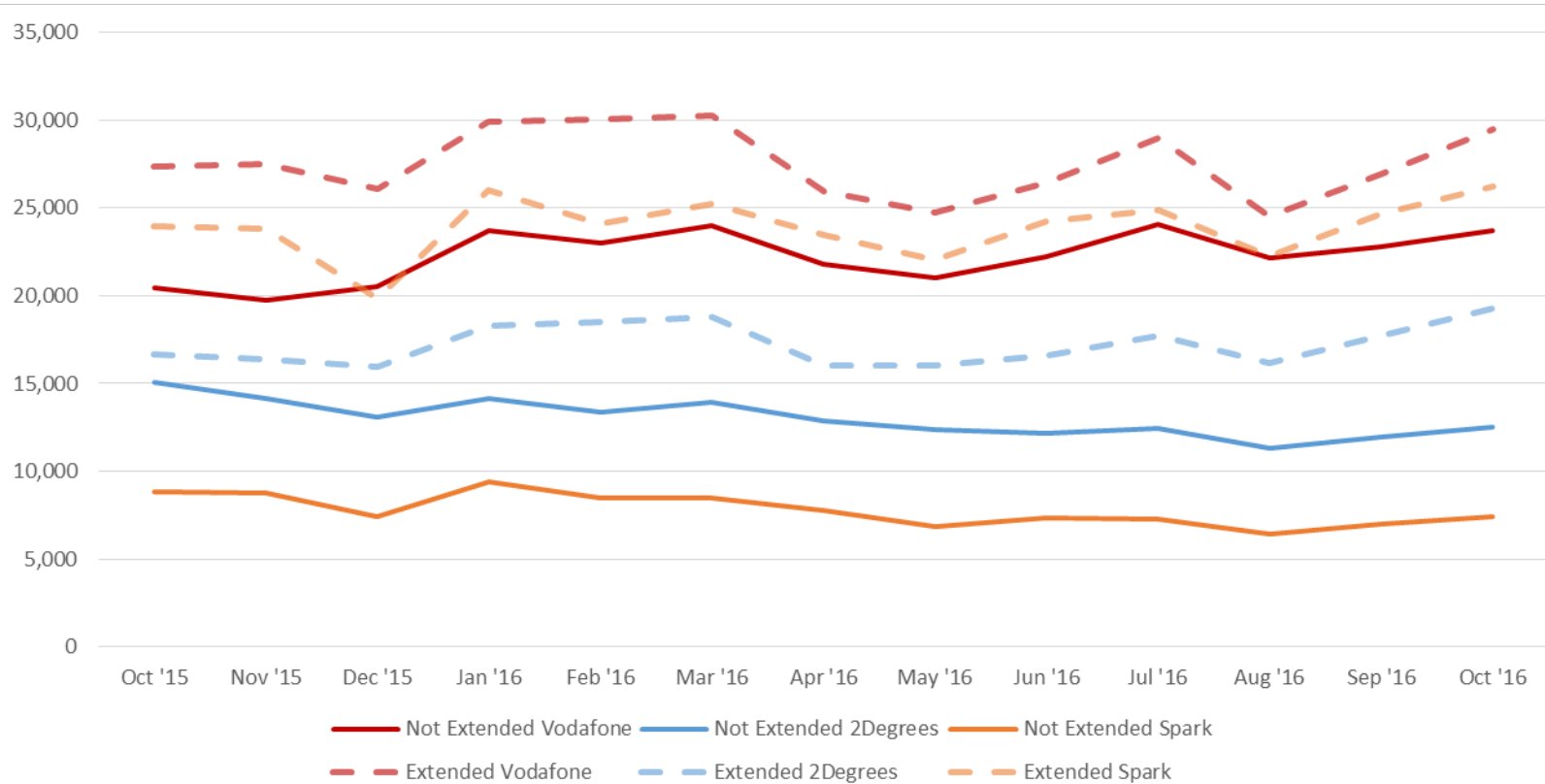


Note – 'Greeting' refers to those calls that terminate within the greeting message and those calls that abandon within the ICAP queue before being answered by an operator. The total abandoned calls per month is 4-6,000, depending on the month, meaning the majority of these calls (40,000 per month) terminated within the greeting message.

MOBILE 111 CALL VOLUME:

COUNT BY ORIGINATING ACCESS TYPE AND ICAP RESULT

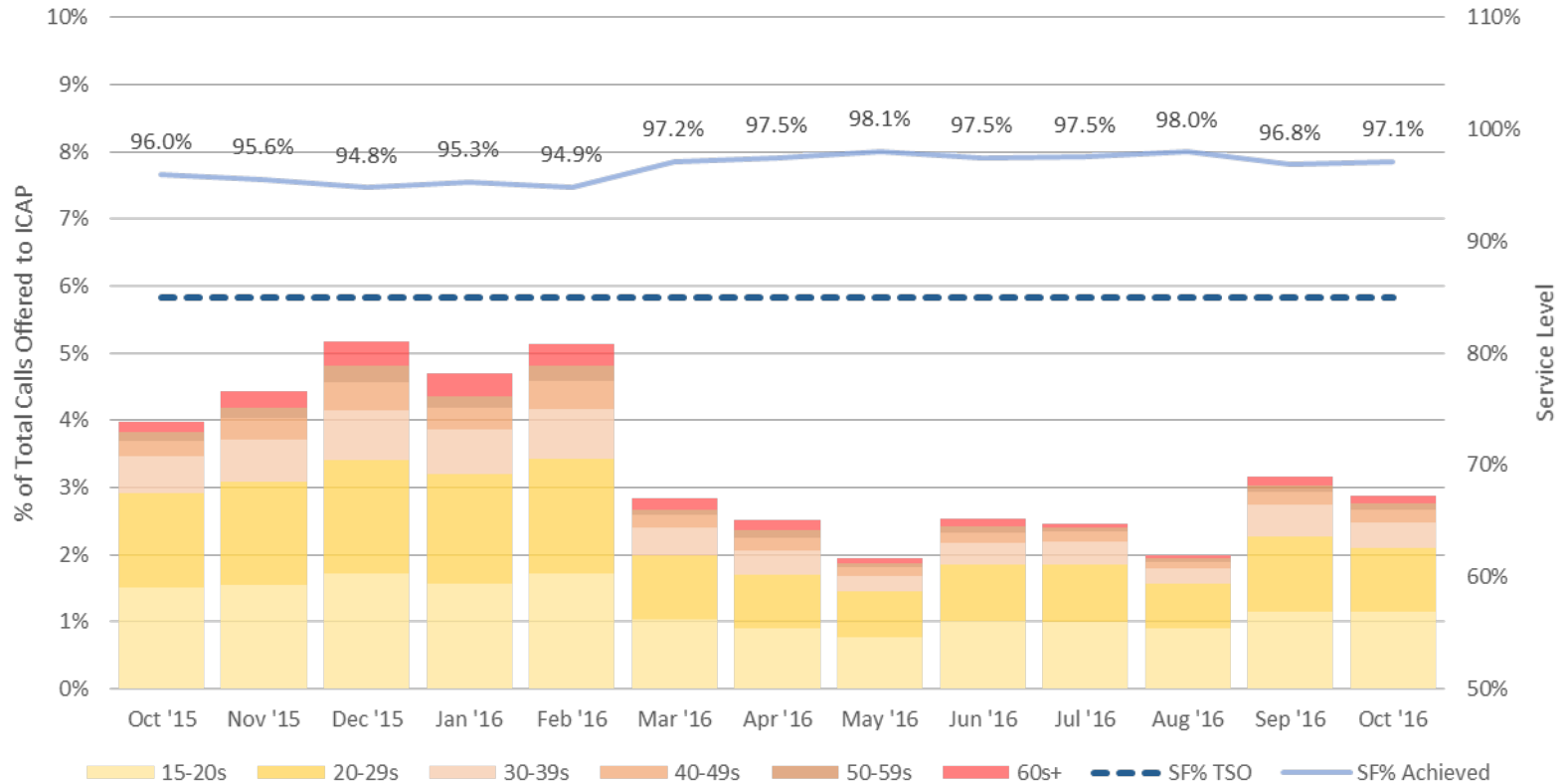
Vodafone Extended calls continue to rise with a mirrored rise in Not Extended calls. 2 Degrees drop in Not Extended calls in comparison to the increase in Extended calls has flattened.



ICAP ANSWERING OF EMERGENCY CALLS:

CALLER WAIT TIME BY MONTH

Sep-Oct saw slightly worse answering performance for the ICAP, hampered by a increase in answering delays compared to the previous quarter.



Caller Wait Time: Length of time a caller waits for the ICAP to answer call

Service Objective Target: 85% of all calls answered within 15 seconds

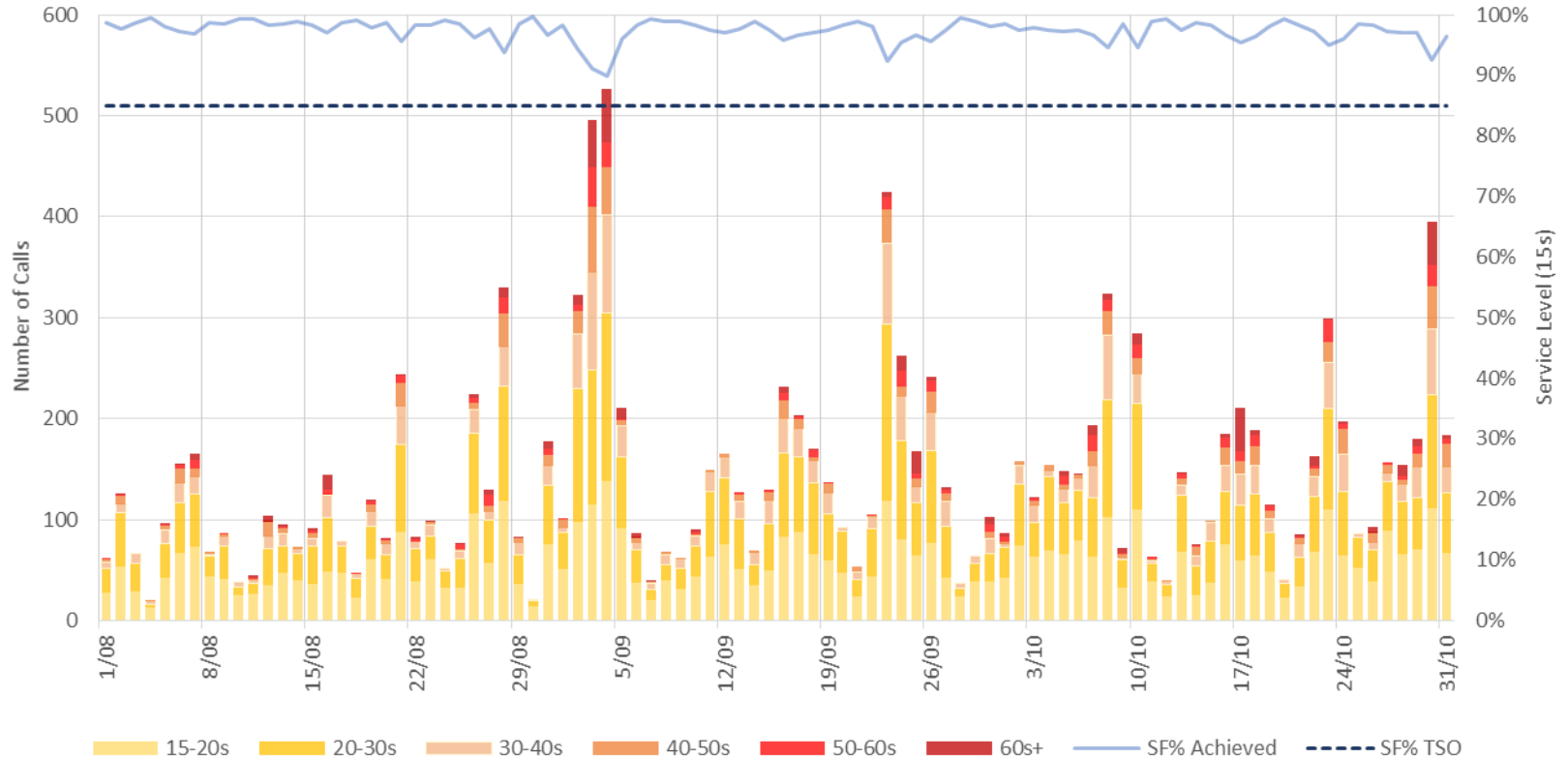
Service Objective Actual: 97% of all calls answered within 15 seconds



ICAP ANSWERING OF EMERGENCY CALLS:

CALLER WAIT TIME BY DAY – LAST QUARTER

At a daily level there are still some days where answering performance has suffered, still above the 85% target. Spikes on 3rd, 4th, and 30th October due to Solidus issues at Police answering delays, 23rd Sep due to a PABX Fault at Police & Fire.



Caller Wait Time: Length of time a caller waits for the ICAP to answer call

Service Objective Target: 85% of all calls answered within 15 seconds

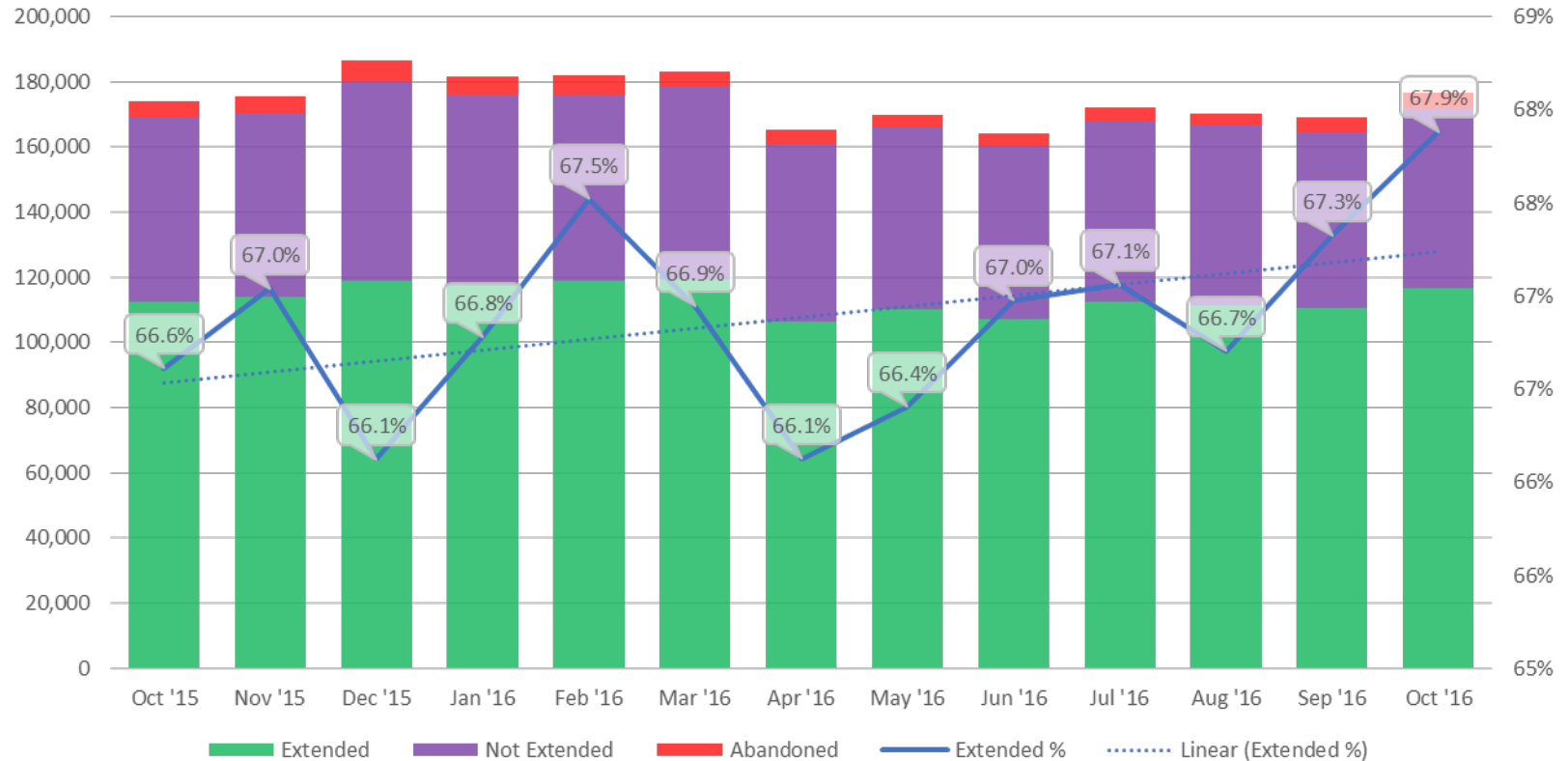
Service Objective Actual: 96% of all calls answered within 15 seconds



ICAP ANSWERING OF EMERGENCY CALLS:

CALL RESULT & EXTENDED % BY MONTH

Calls extended have risen to an all time high of 67.9%

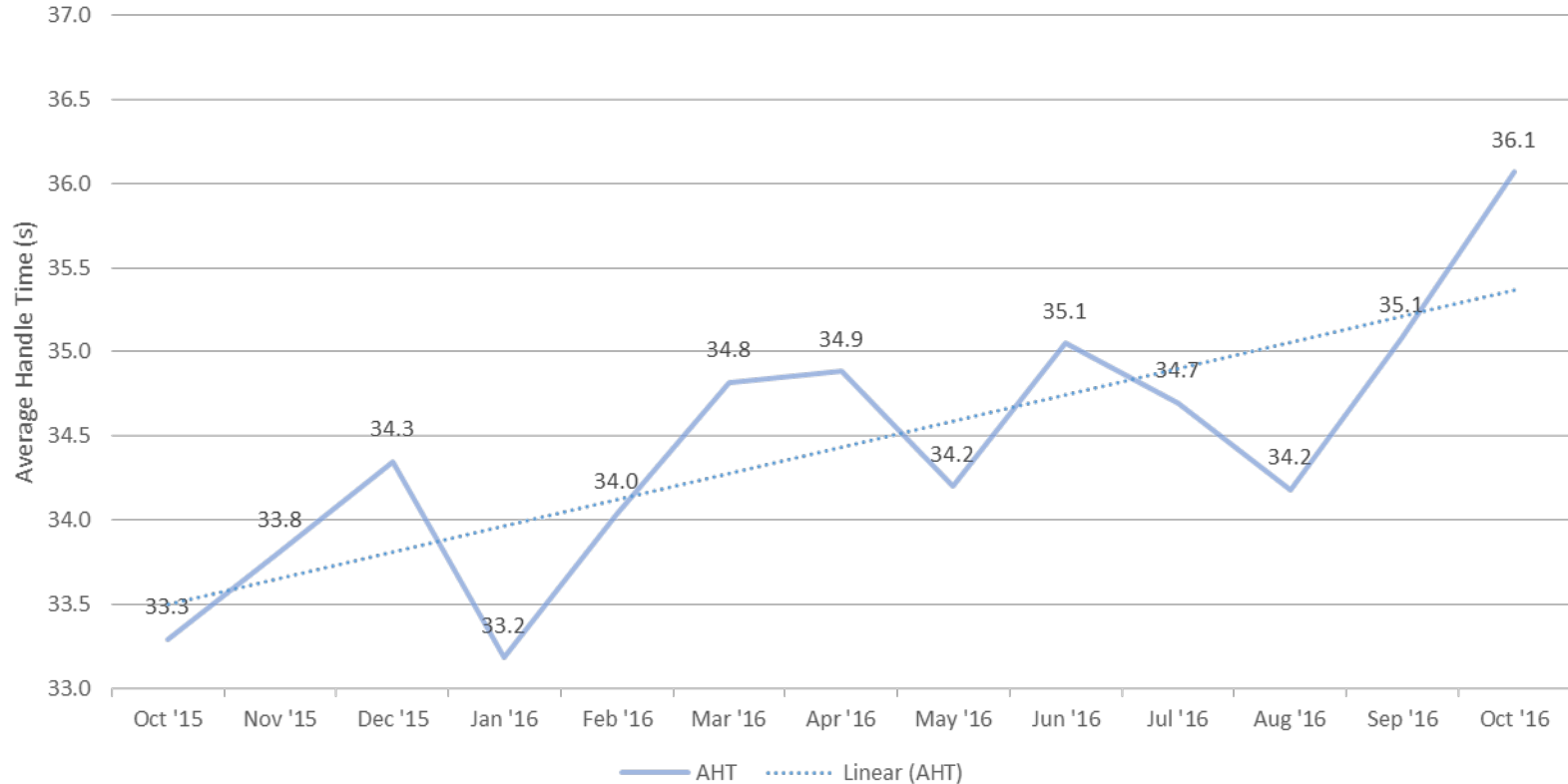


Note - An abandoned call is one that is presented for answering but the caller hangs up prior to the call being answered, reasons can include: misdials, hang-ups, children playing, phones in bags, the time taken to answer, the ESP has arrived on the scene or they no longer require assistance

ICAP ANSWERING OF EMERGENCY CALLS:

HANDLE TIME BY MONTH

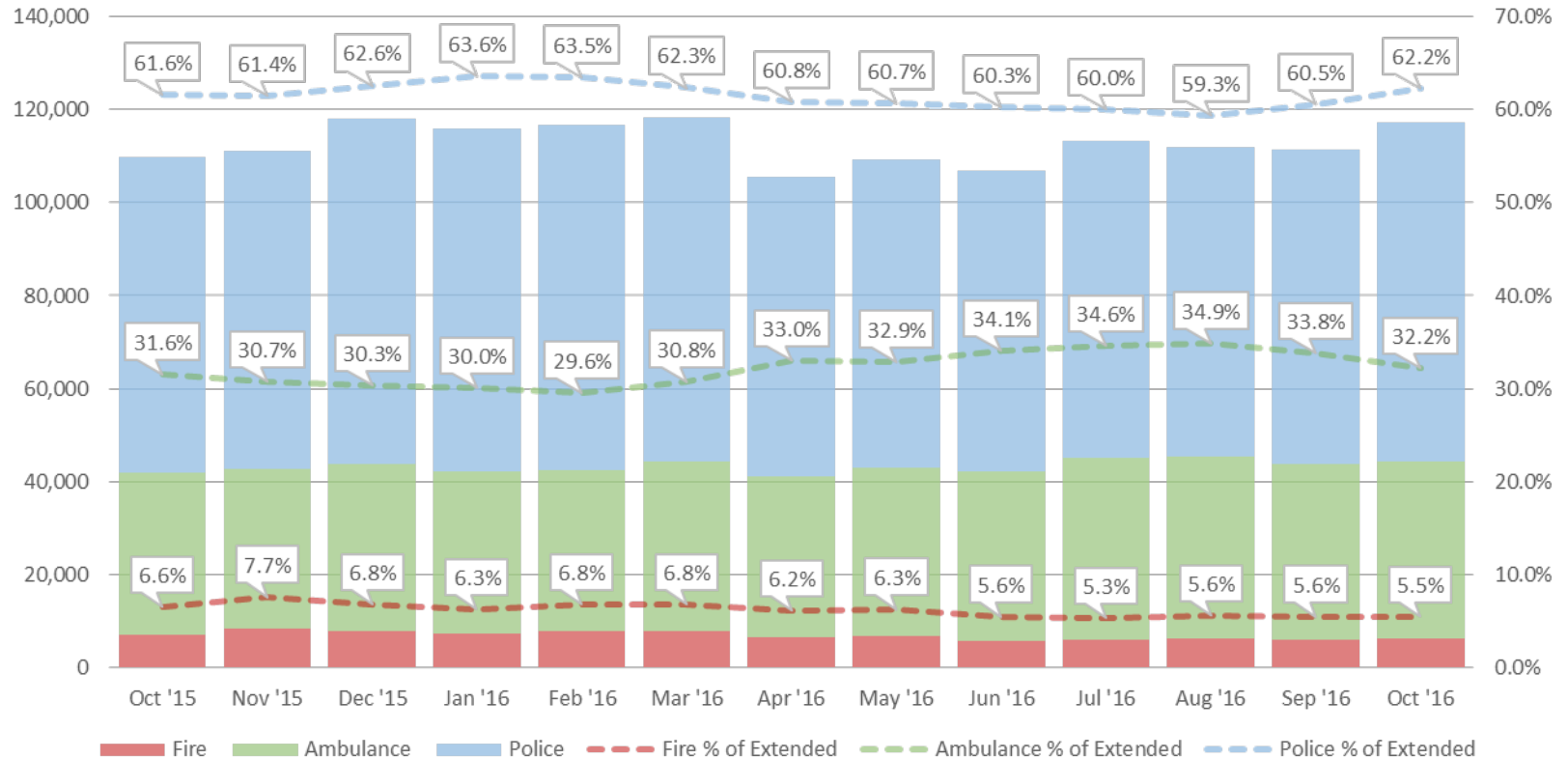
Handle time for the ICAP includes assessing the service required by the caller, waiting for the required service to answer, and calling back some calls that are not extended to a service.



A 2 second increase from Aug-Sep equates to an extra 94 hours Talk Time across October.
October's increase driven by delays in answering at Police.

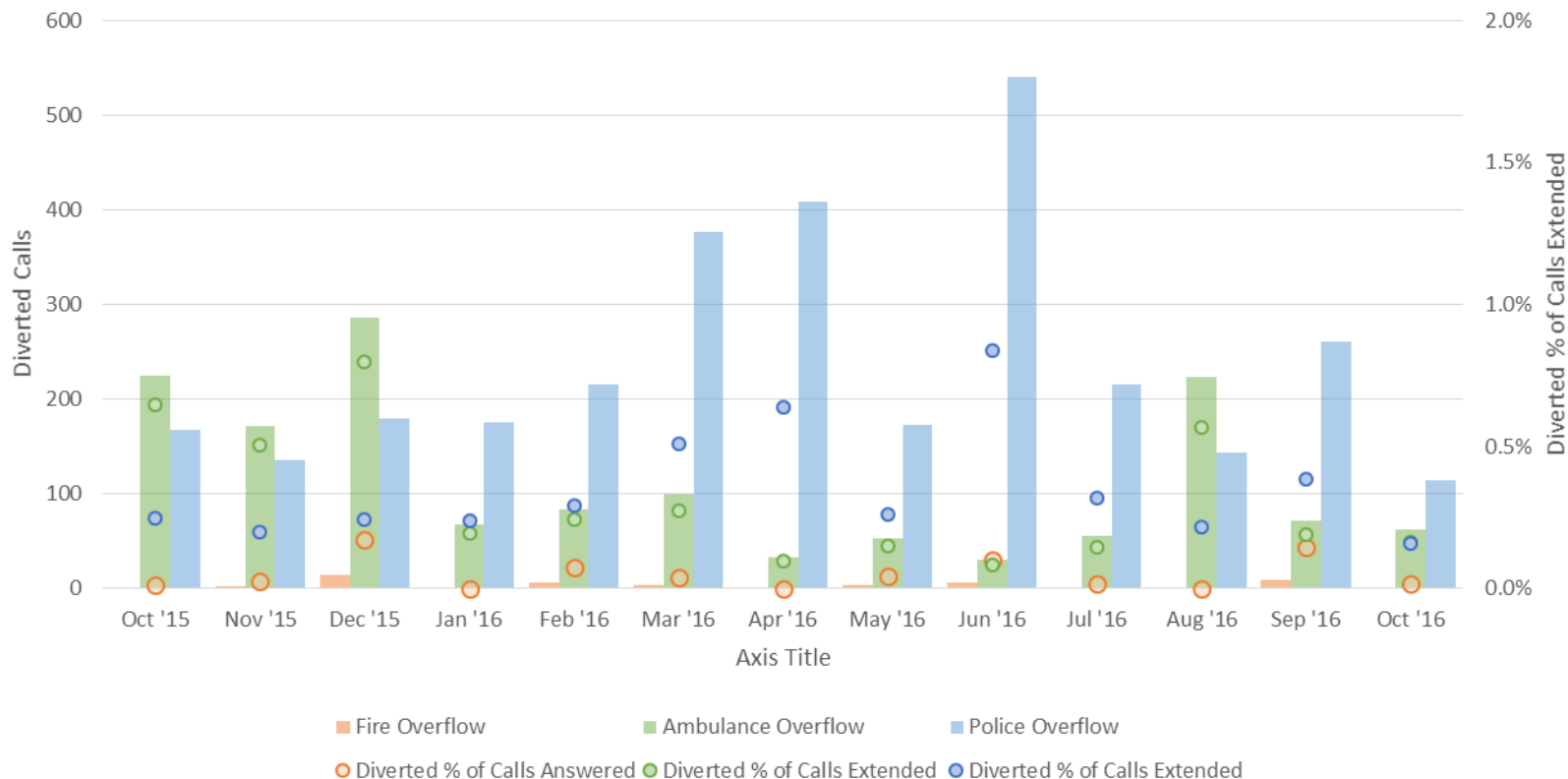
EMERGENCY CALLS EXTENDED TO AN ESP: COUNT & % OF ALL CALLS EXTENDED BY MONTH AND SERVICE

A typical trend into summer as Police begin to increase and Ambulance decrease.



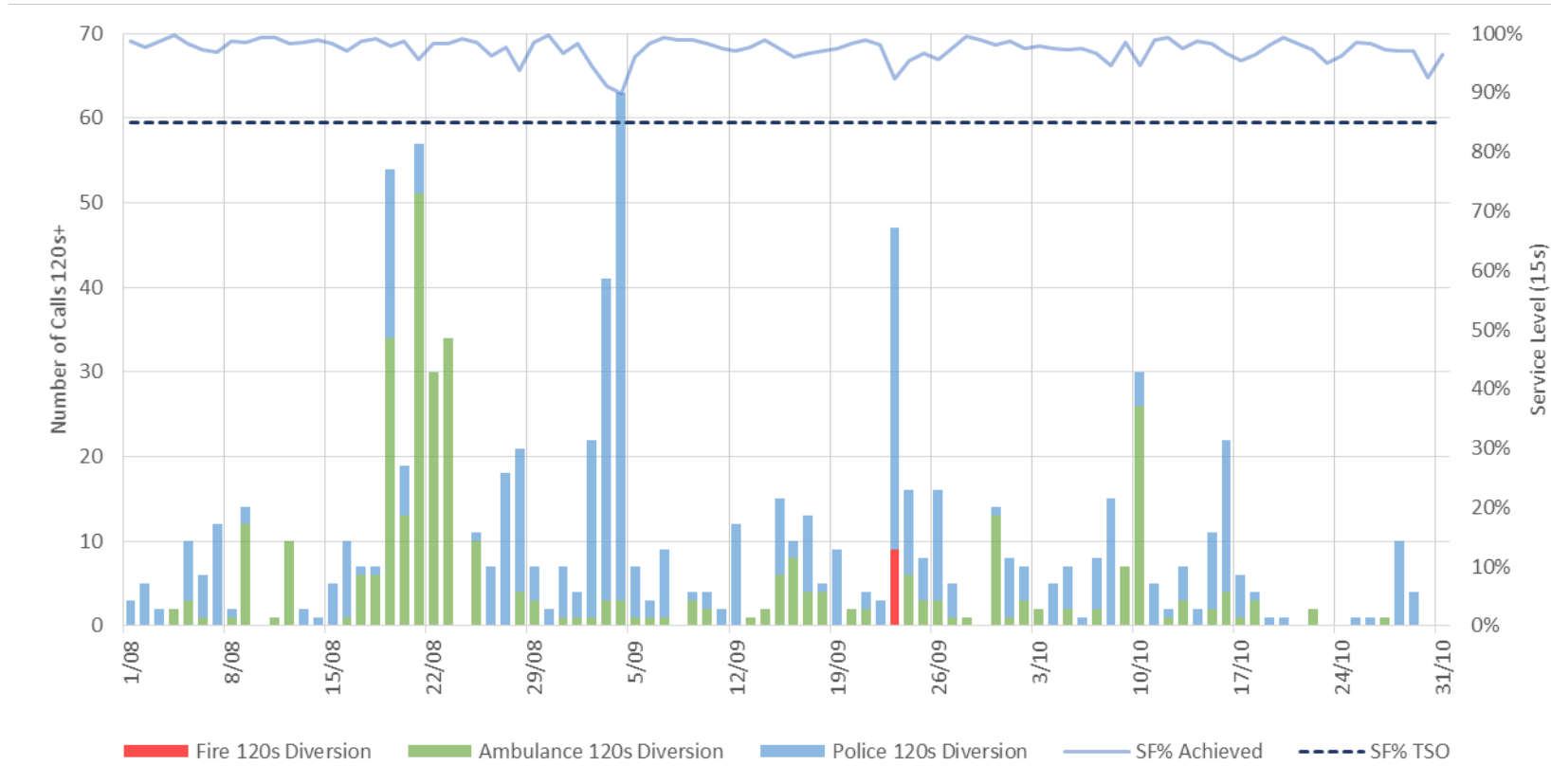
EMERGENCY CALLS EXTENDED TO AN ESP WAITING 120+ SEC: COUNT & % OF EXTENDED BY MONTH & SERVICE

On Monday 17th October, the Diversion time has been altered to 240s.



EMERGENCY CALLS EXTENDED TO AN ESP WAITING 120+ SEC: COUNT & ICAP SERVICE LEVEL % BY DAY LAST QUARTER

On Monday 17th October, the Diversion time has been altered to 240s. A spike in diversions on Sep 23rd were due to a Solidus/PABX issue



NETWORK PERFORMANCE FOR 111 CALLS:

AVAILABILITY OF NETWORK FACILITIES

NTS1 had a Phase 2 restart on 26th August, alternate exchange carried traffic and no 111 calls were lost during this period

Network Facility		Aug '16		Sep '16		Oct '16	
		Outage Minutes	% Avail	Outage Minutes	% Avail	Outage Minutes	% Avail
ICAP	A	0.00	100.00%	0.00	100.00%	0.00	100.00%
SDX	B	0.00	100.00%	0.00	100.00%	0.00	100.00%
AK SDX	A	1.50	100.00%	1.50	100.00%	0.00	100.00%
	B	0.00	100.00%	0.00	100.00%	0.00	100.00%
HN SDX	A	0.00	100.00%	0.00	100.00%	0.00	100.00%
	B	0.00	100.00%	0.00	100.00%	0.00	100.00%
WN SDX	A	0.00	100.00%	0.00	100.00%	0.00	100.00%
	B	0.00	100.00%	0.00	100.00%	0.00	100.00%
CH SDX	A	0.00	100.00%	0.00	100.00%	0.00	100.00%
	B	0.00	100.00%	0.00	100.00%	0.00	100.00%
Total		1.50	100.00%	1.50	100.00%	0.00	100.00%

Local telephone exchanges send all 111 and other calls (known as traffic) to the SDX – the core of the Spark network, which passes the call to the ICAP exchange.

There are four pairs of Service Delivery Exchanges (SDX's) across the country (Auckland, Hamilton, Wellington and Christchurch) and two ICAP exchanges (Palmerston North & Christchurch).

Traffic from the local exchange is divided between the home SDX (A and B) and a third SDX in a different location. This ensures that if one SDX has a fault, or is needed for maintenance, the others can take over and route a 111 call.

