



DOIA1718-0714

19 DEC 2017

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Dear s 9(2)(a)

Thank you for your email of 15 November 2017 to New Zealand Police requesting information under the Official Information Act 1982 regarding the Emergency Caller Location Information (ECLI) system. Parts of your request were transferred on 22 November 2017 under section 14(b)(ii) of the Act as the information you requested is more closely connected with the functions of the Ministry of Business, Innovation and Employment (MBIE).

The parts of your request that have been transferred to MBIE are outlined below. Supplementary information has also been provided to you in relation to point 2 (which Police have responded to separately).

1. *How many times have police (sworn and non-sworn staff) searched for a 111-caller's location, during or after receiving a 111-call?*

The ECLI system is used by emergency call takers at New Zealand Police, Fire and Emergency New Zealand (FENZ), St John and Wellington Free Ambulance.

Police and FENZ use the same system to request location information from the MBIE-managed ECLI system. As we are unable to distinguish between Police and FENZ location information requests, the data below is approximate only. Further, until September 2017 all location information requests from all emergency service providers were counted together.

Our projection is that between 1 May 2017 and 31 October 2017 the system has recorded 66,737 mobile caller location requests from Police.

This figure is based on the ratio of Police and FENZ requests to all other requests, and on the number of genuine calls transferred to Police and FENZ by the Initial Call Answering Point (ICAP) system, which is managed by Spark. It is not possible for us to provide figures regarding mobile caller location requests made from sworn or non-sworn staff as this data is not collected.

I note your request is for information "during or after receiving a 111 call". Location information is provided to the emergency service provider at the time of a 111 call and is only used to assist in responding to a call by verifying the location of a 111 caller. The ECLI system only holds location data for 60 minutes, after which it will be automatically deleted. This ensures compliance with the Telecommunications Information Privacy Code 2003, Amendment No. 5 that regulates the collection, use, retention and disposal of ECLI information.

However, the dispatch systems used by the Emergency Service Providers will include Emergency Caller Location Information data as part of the record of the call. Those records will be retained by the Emergency Service Providers, for the period defined by the Providers' standard data retention policies.

2. *How many 111 calls did police take in the same period of time?*

I note that Police have responded to this part of the request. We understand the figure they have provided relates to all 111 calls, regardless of the type of phone used.

As the ECLI system is specific to 111 calls made from mobile phones, you may be interested to know that according to ICAP data, Police have received 297,552 emergency calls from mobile phones between 1 May 2017 and 31 October 2017.

For more information, Spark provides quarterly reports on the performance of the emergency 111 services at: <http://www.mbie.govt.nz/info-services/sectors-industries/technology-communications/communications/emergency-call-services/111-service-reports/?searchterm=111%2A>.

3. *How accurate is the GPS location-service? ie within what metre radius can it narrow a 111-callers location down to?*

The level of location accuracy for the ECLI service depends on the type of mobile phone and the location source available.

Other factors such as weather, availability of mobile internet on the device, whether the caller is inside or outside, as well as whether they are in an urban, sub-urban or rural area, can also have an impact.

For all mobile devices, location information will be provided by the mobile network operator by providing the nearest cell tower to the caller and the radius coverage of that cell tower. The accuracy of this information depends on whether the caller is in an urban, sub-urban or rural area and is in the range of several hundred metres to a couple of kilometres.

A more precise mobile caller location solution is also available on Android phones, which make up approximately 70 per cent of the New Zealand smartphone market. Location data is provided by Google's Android Emergency Location service, which uses GPS, Wi-Fi or cell-site information to define the probable location of the handset. If a device is able to connect to GNSS satellite constellations (such as the GPS) (approximately 40 per cent of Android mobile calls to 111), the information can be as accurate as two metres; Wi-Fi can be as accurate as 15 metres.

MBIE is continuing to work with suppliers on improving the accuracy of location information, and on providing high-precision location information for non-Android phones.

9. *Anything else?*

More information about the ECLI service, including detailed Q&As, can be found on the MBIE website at: <http://www.mbie.govt.nz/info-services/sectors-industries/technology-communications/communications/emergency-call-services/ecli>.

Ben Quay, Programme Director for the ECLI service, would be happy to answer any further questions and could potentially arrange for you to view a demonstration of the ECLI service, if this is something you're interested in. Please feel free to contact him at ben.quay@mbie.govt.nz.

Yours sincerely



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