



111 QUARTERLY REVIEW

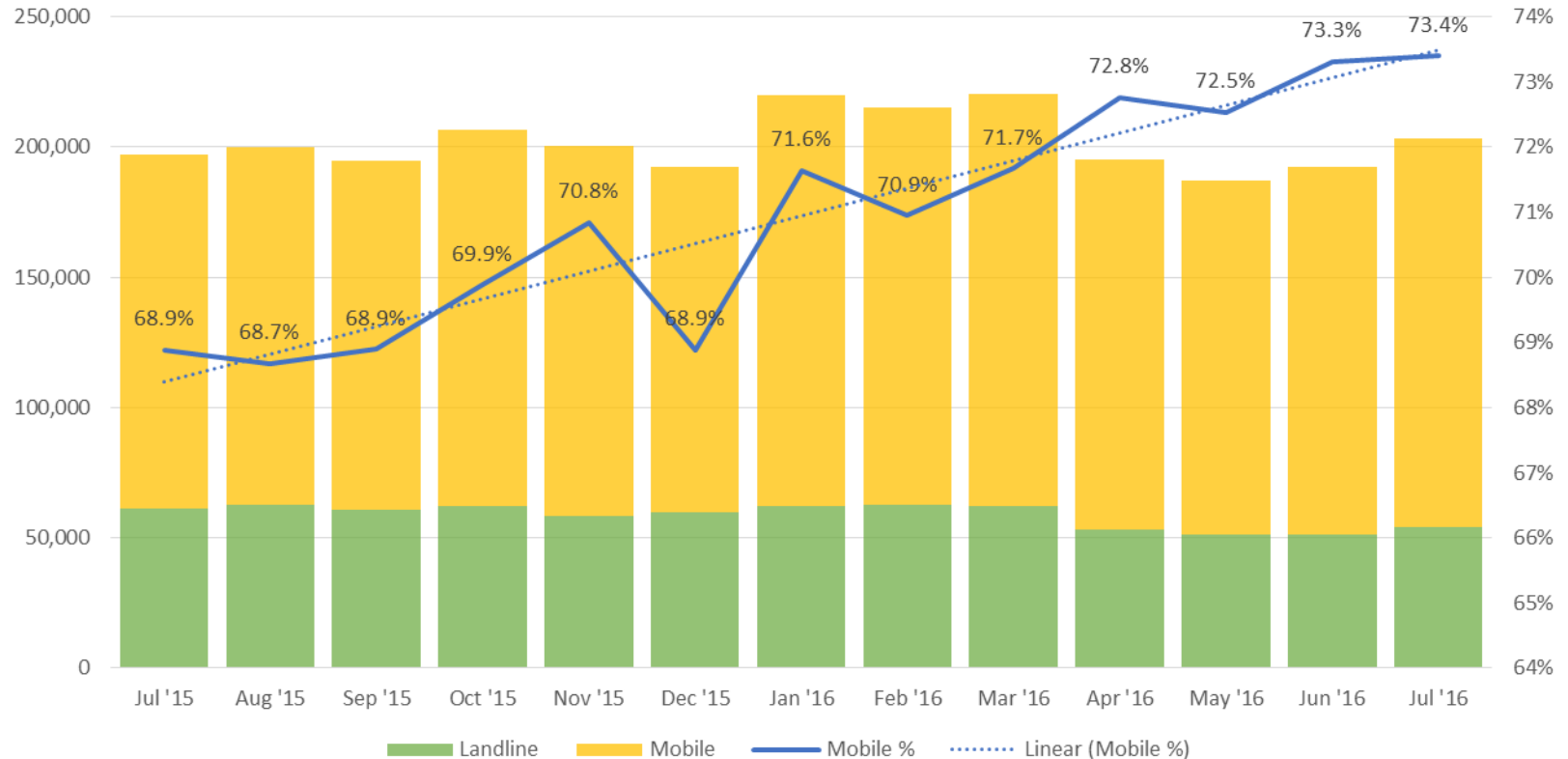
May – July 2016

Tuesday 30th August 2016

TOTAL 111 CALL VOLUME:

ALL CALLS DIALLING 111 BY ACCESS TYPE

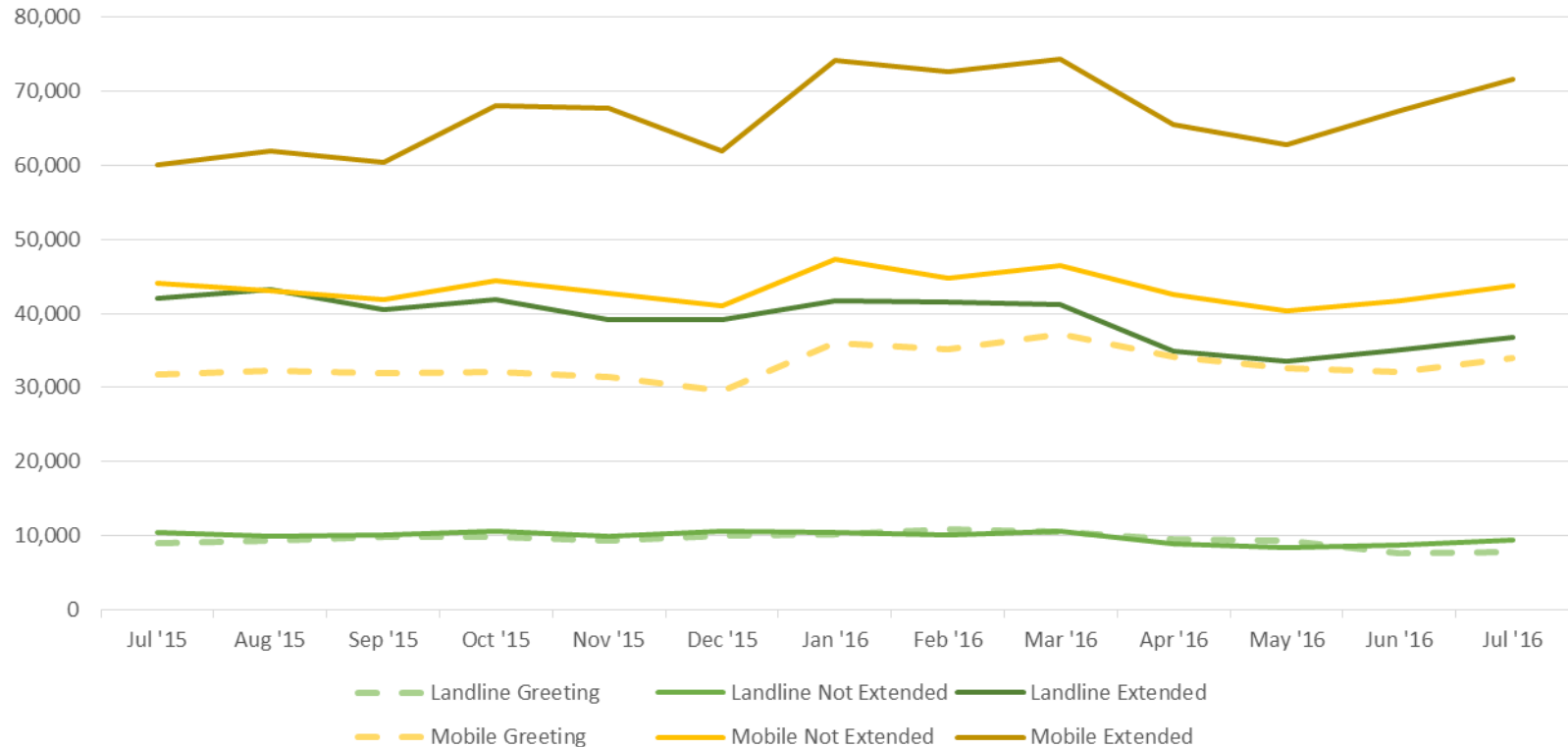
The number of calls made by end users for this quarter has increased month by month with a May being the lowest month in the last year. Mobile proportion continues to increase steadily.



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 seen a steady increase. Landline remains stable.

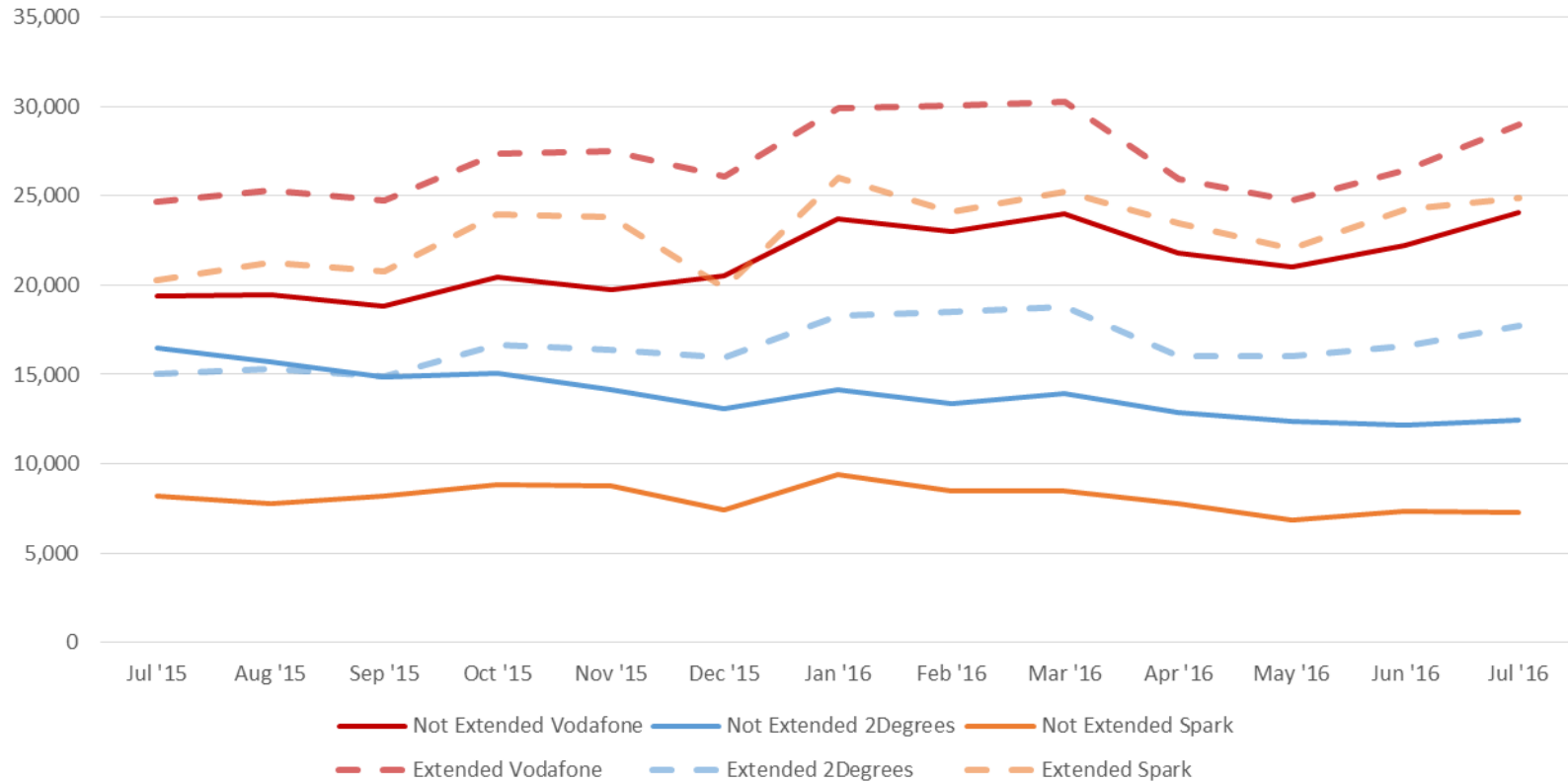


Note - 'Greeting' refers to those calls that terminate within the greeting message and those calls that abandon within the ICAP queue before being answered by an operator. The total abandoned calls per month is 4-6,000, depending on the month, meaning the majority of these calls (40,000 per month) terminated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

MOBILE 111 CALL VOLUME:

COUNT BY ORIGINATING ACCESS TYPE AND ICAP RESULT

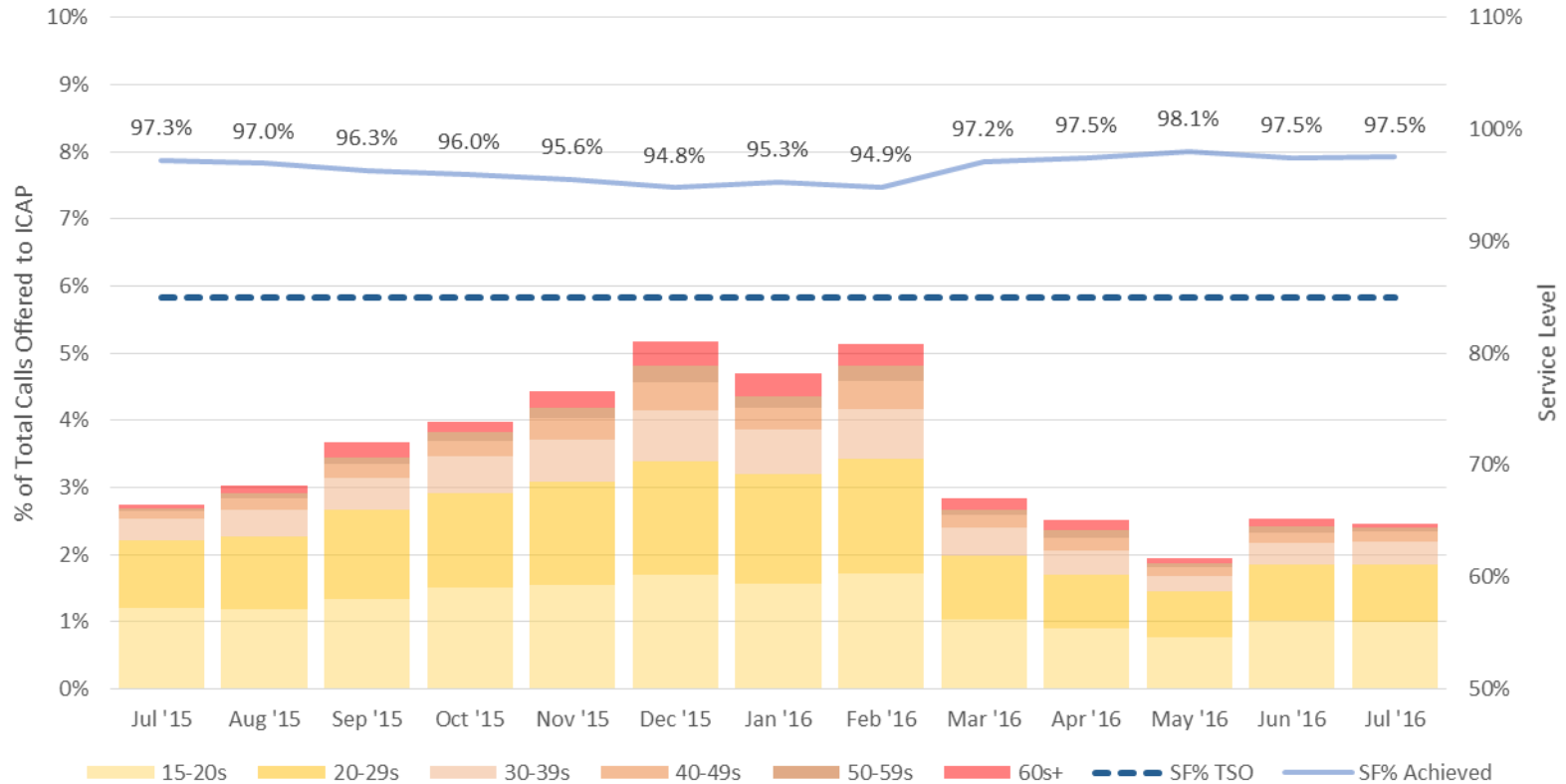
Vodafone Extended calls continue to rise with a mirrored rise in Not Extended calls. 2 Degrees continue to drop in Not Extended calls in comparison to the increase in Extended calls.



ICAP ANSWERING OF EMERGENCY CALLS:

CALLER WAIT TIME BY MONTH

May – June saw much improved answering performance for the ICAP, helped by a decrease 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

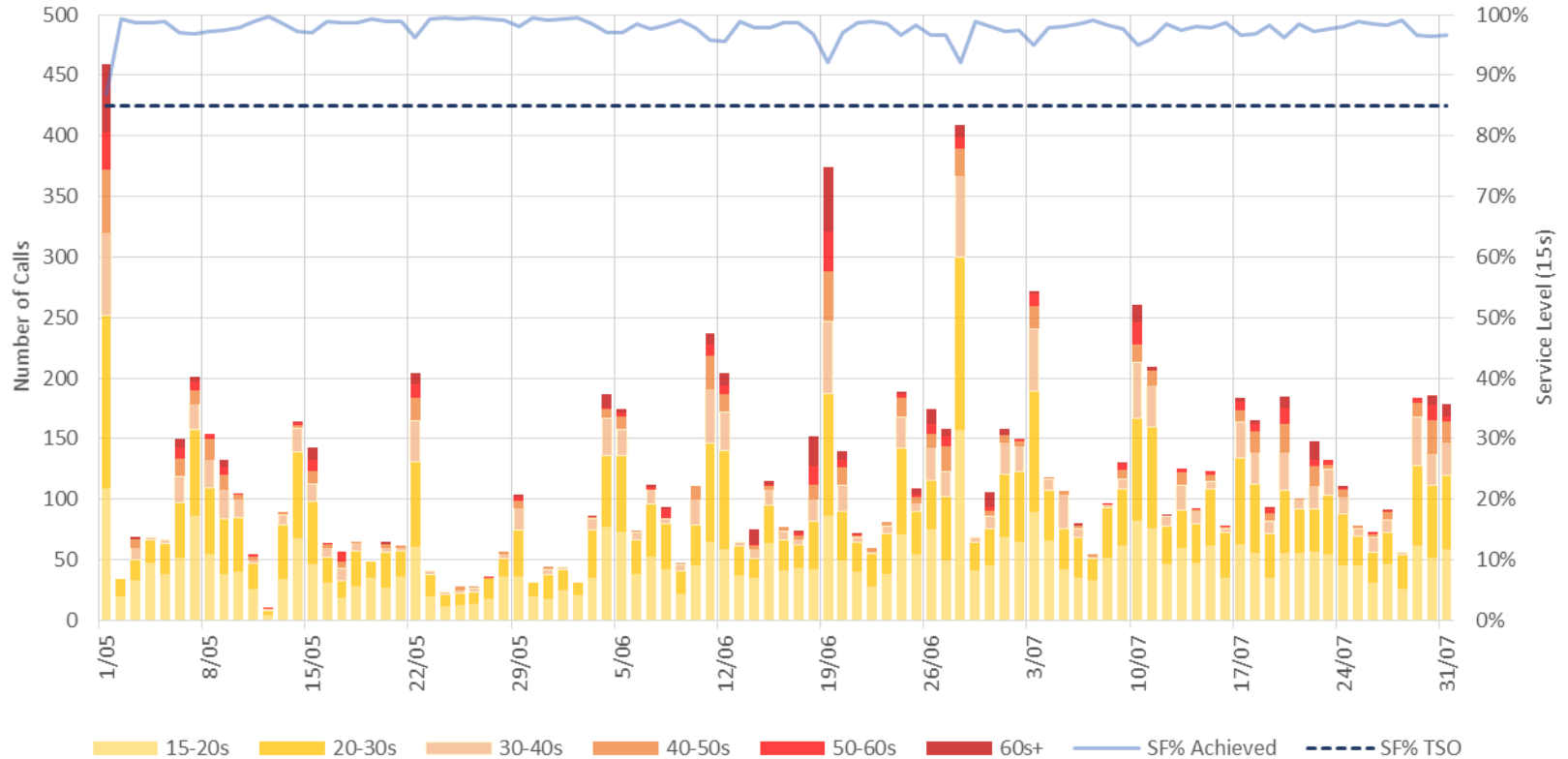
Service Objective Actual: 97% of all calls answered within 15 seconds



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 1st May, 19th June, and 26th June due to Solidus issues at Police.



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

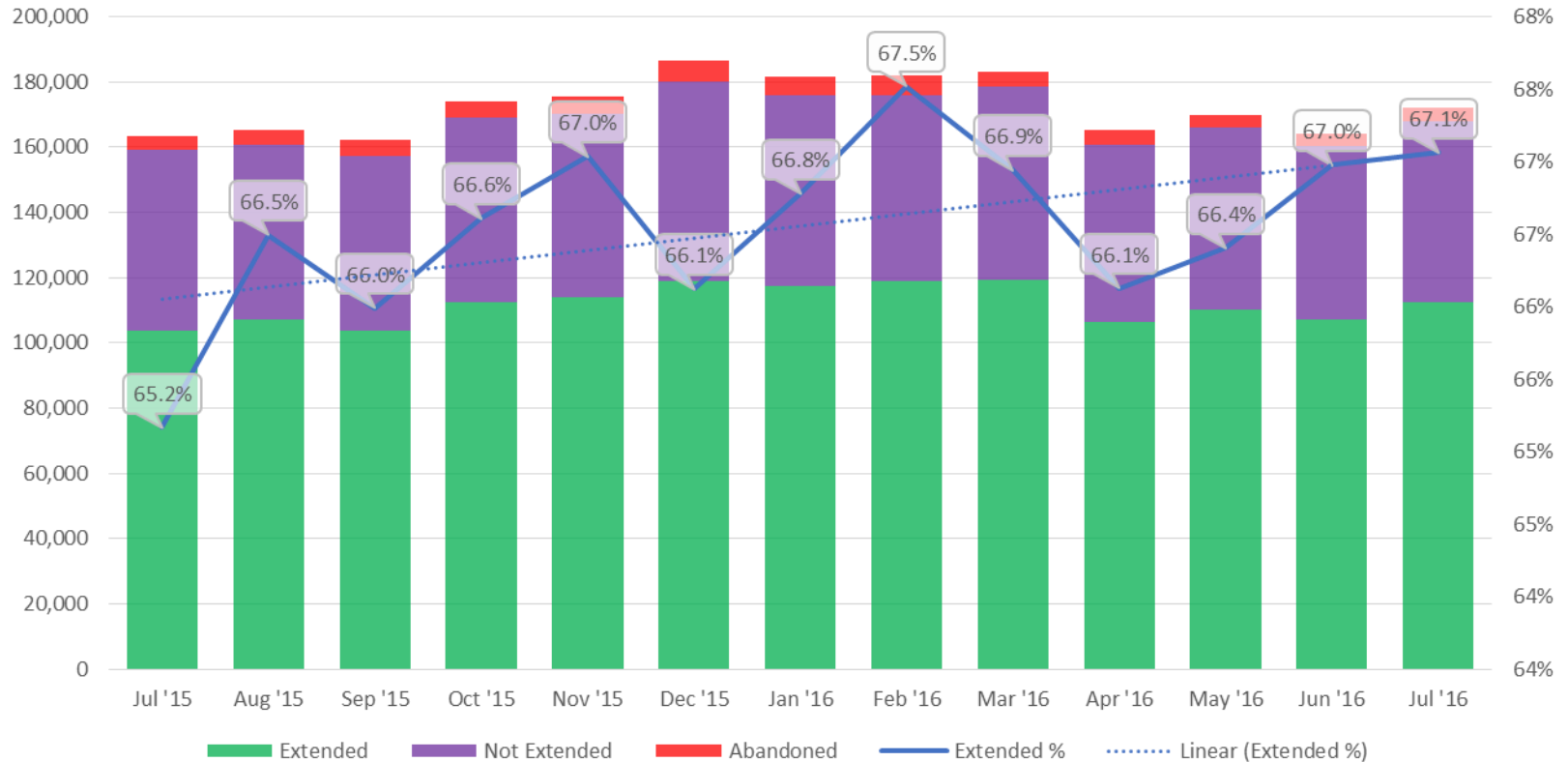
Service Objective Target: 85% of all calls answered within 15 seconds

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

ICAP ANSWERING OF EMERGENCY CALLS:

CALL RESULT & EXTENDED % BY MONTH

Calls not extended have started to flatten this quarter, highlighted previously by the slowing decrease in Vodafone Not Extended calls.

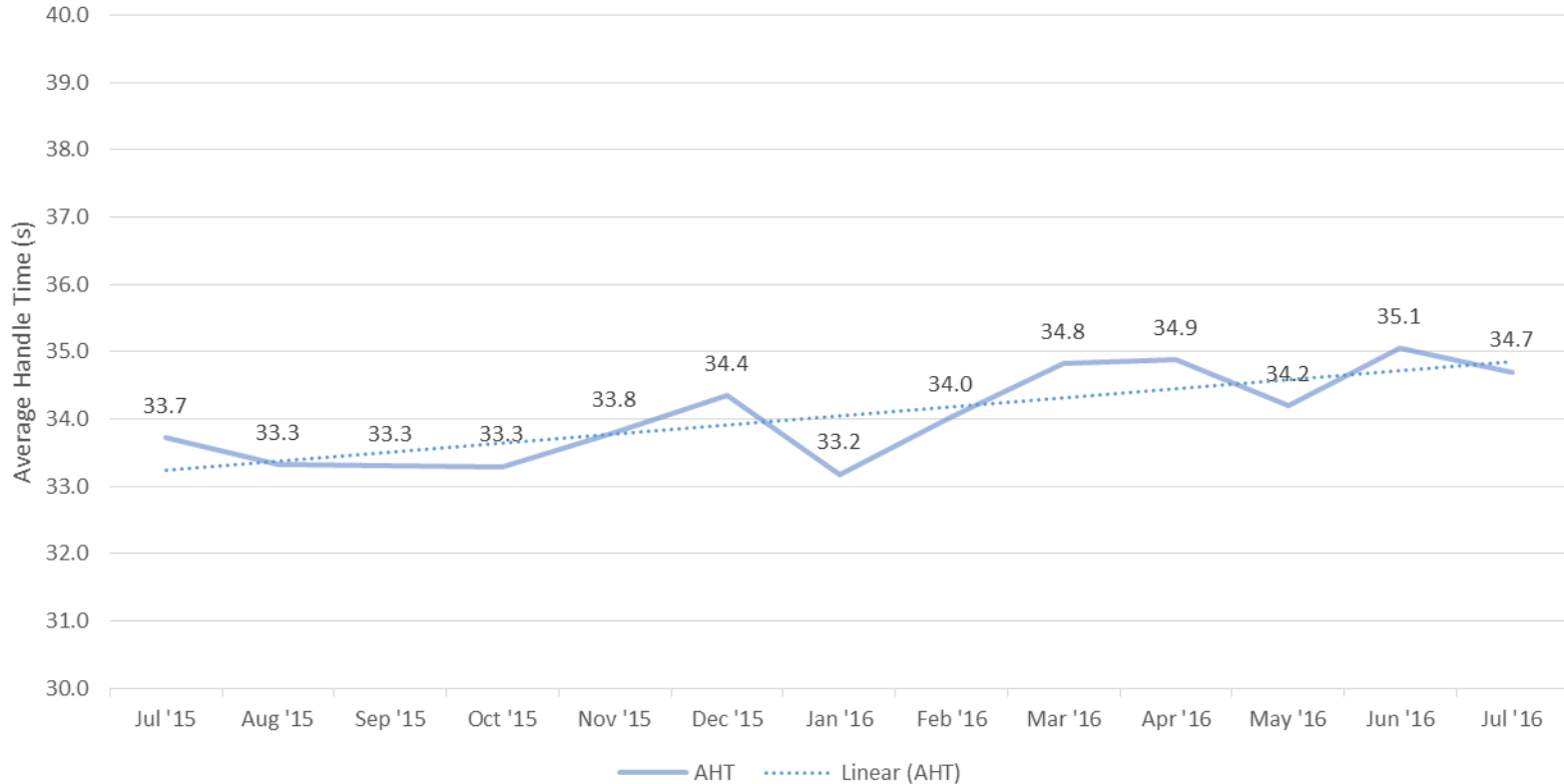


Note - An abandoned call is one that is presented for answering but the caller hangs up prior to the call being answered, reasons can include: misdials, hang-ups, children playing, phones in bags, the time taken to answer, the ESP has arrived on the scene or they no longer require assistance

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.

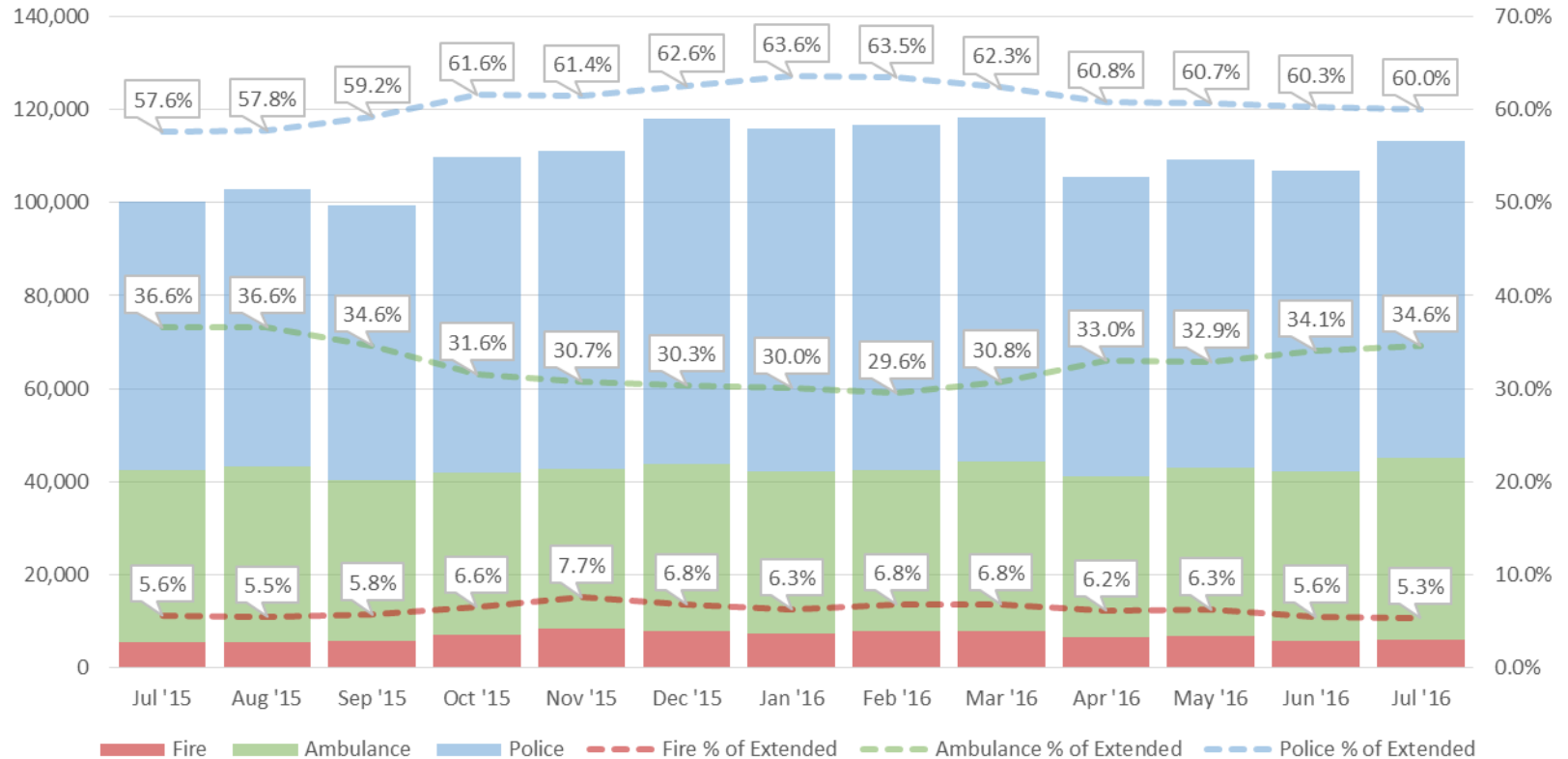


Biggest effect on Handle time for the last quarter is the time taken for the service required to answer. Spike in June following Solidus issues at Police.

EMERGENCY CALLS EXTENDED TO AN ESP:

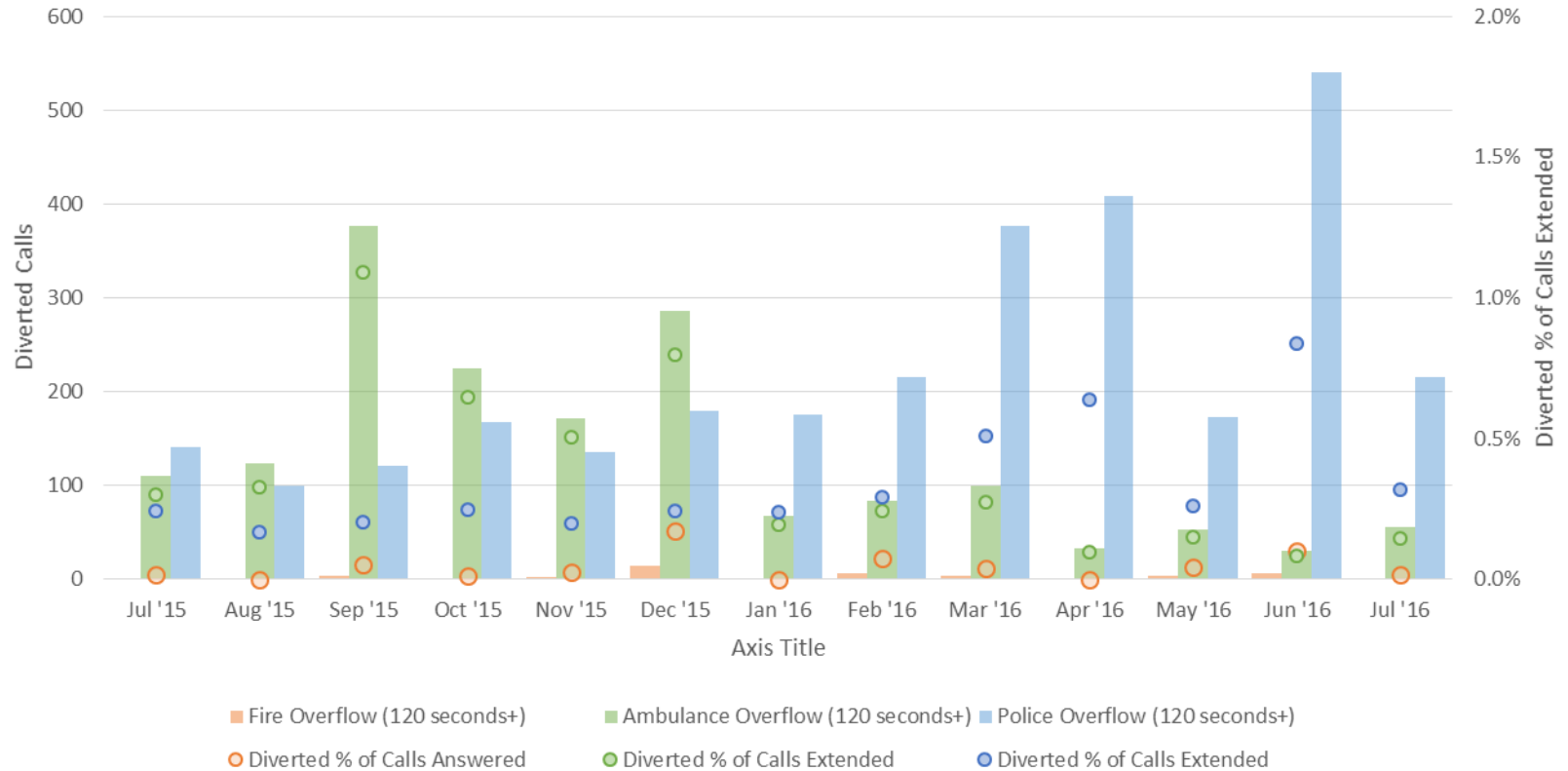
COUNT & % OF ALL CALLS EXTENDED BY MONTH AND SERVICE

A typical trend coming into the middle of winter as Police & Fire begin to decrease and Ambulance increase.



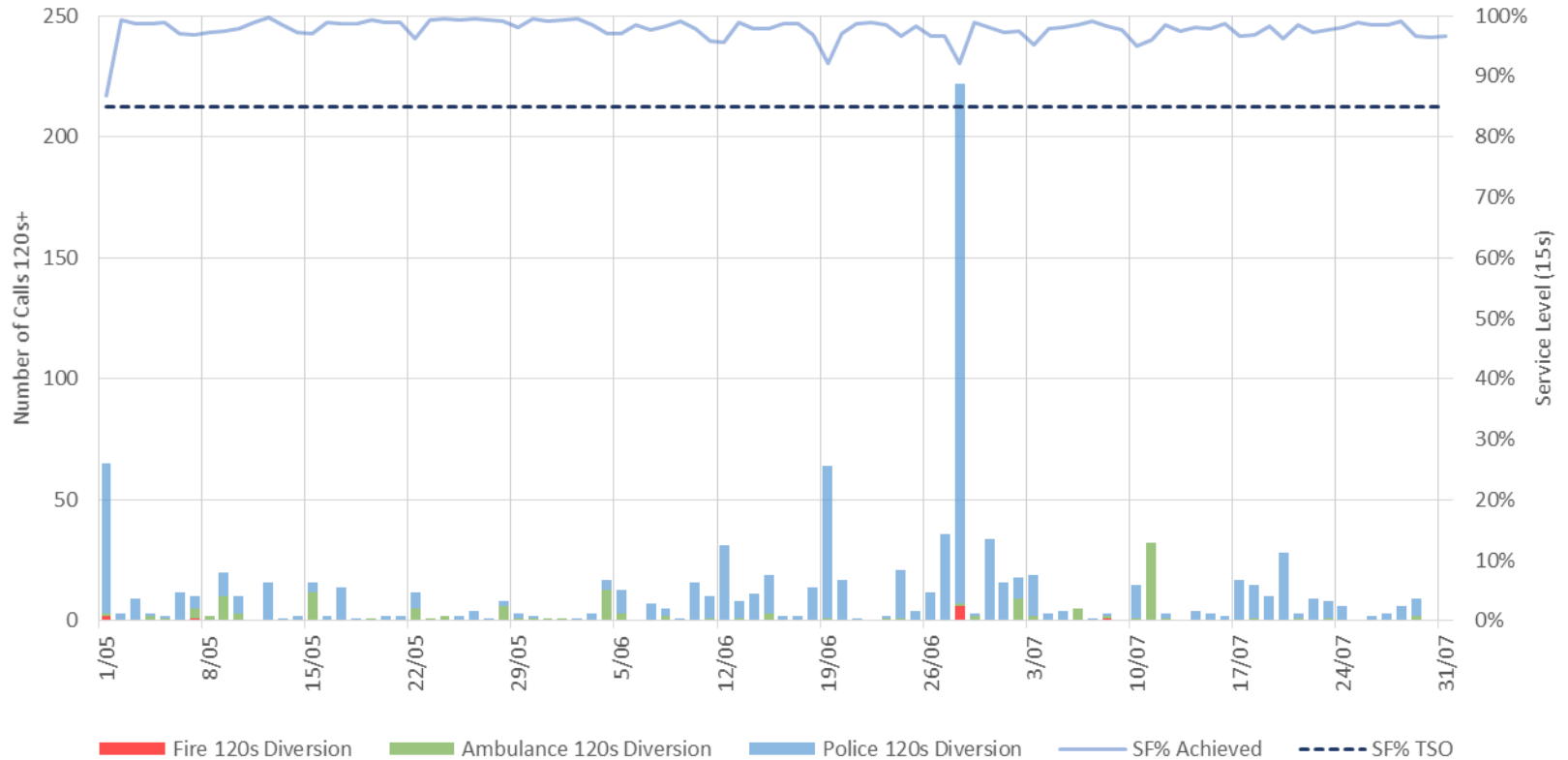
EMERGENCY CALLS EXTENDED TO AN ESP WAITING 120+ SEC: COUNT & % OF EXTENDED BY MONTH & SERVICE

A spike in June for Police, while using backup phones. Ambulance reduced markedly.



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

A few spikes for Police not answered within 120 seconds, around failures of Solidus. 28th June timer reduced to 30sec as planned change not successful, Police on back up phones until 1700.



NETWORK PERFORMANCE FOR 111 CALLS:

AVAILABILITY OF NETWORK FACILITIES

Network Facility		May '16		Jun '16		Jul '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	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%
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		0.00	100.00%	0.00	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.

