

# 111 REPORT

DEC '15 – FEB '16

15<sup>TH</sup> MARCH 2016



# INTRODUCTION

- As part of the September 2010 MOU, Spark and the Government agreed to the reporting of a set of 111 system performance metrics. This report presents statistics for the quarterly reporting period, December 2015 to February 2016.
- The metrics indicate the source of 111 calls, the effectiveness with which 111 calls are answered by the Initial Call Answering Point (ICAP), and then the spread of 111 calls answered by Emergency Service Providers (ESPs).
- There is a glossary of terms on the last page.

# WHAT HAPPENS WHEN YOU CALL 111?

## The Callers Story

- A person dials 111 and the caller hears the 111 greeting message: “You have dialed 111 Emergency, your call is being connected”.
- Within 5 seconds (in 90% of cases) the call is answered by the Spark ICAP operator who says: “111 Emergency, Fire, Ambulance or Police?”. This question and the caller’s response is recorded.
- When the ICAP operator transfers a call to a Fire, Ambulance or Police operator, they briefly monitor the call to ensure the caller and emergency operator can communicate with each other.

## The Spark Story

- Of the two million 111 calls that Spark ICAP operators answer each year, about 65% are transferred to emergency services.
- The other 35% are non-genuine calls (misdials, hang-ups, children playing, and phones in bags) – which must still be answered and assessed.
- Spark’s responsibility for delivery of 111 services ends when the call is successfully taken over by the emergency service’s communications centre.

## The Emergency Services Story

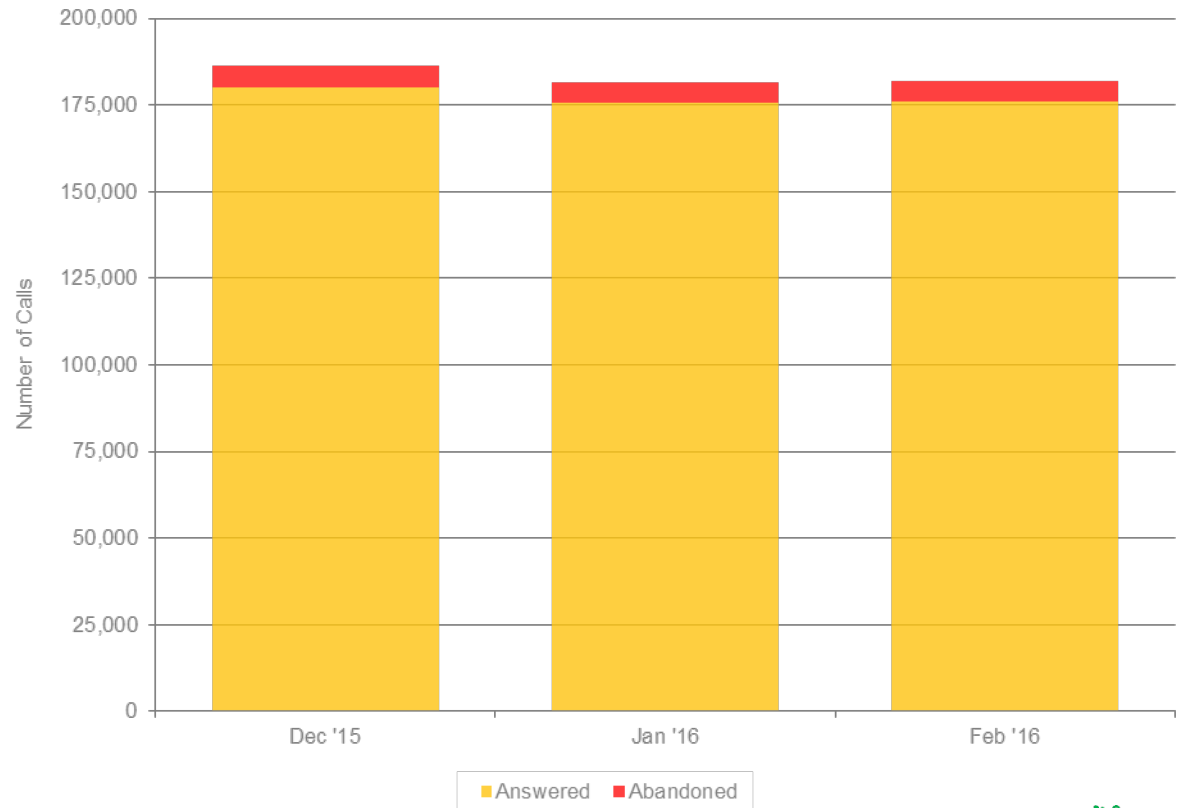
- There are nine emergency service communication centres nationwide – three for each of Fire, Ambulance and Police, located in Auckland, Wellington and Christchurch.
- Each centre receives calls from the Spark ICAP operator and determines the correct emergency response.
- All calls to the emergency service communications centres are recorded by them.

# EMERGENCY CALL VOLUME:

## COUNT (ALL INDUSTRY)

- The number of calls made by end users for this quarter increased from the previous quarter of 175k to around 180k per month – a usual increase for the summer peak.

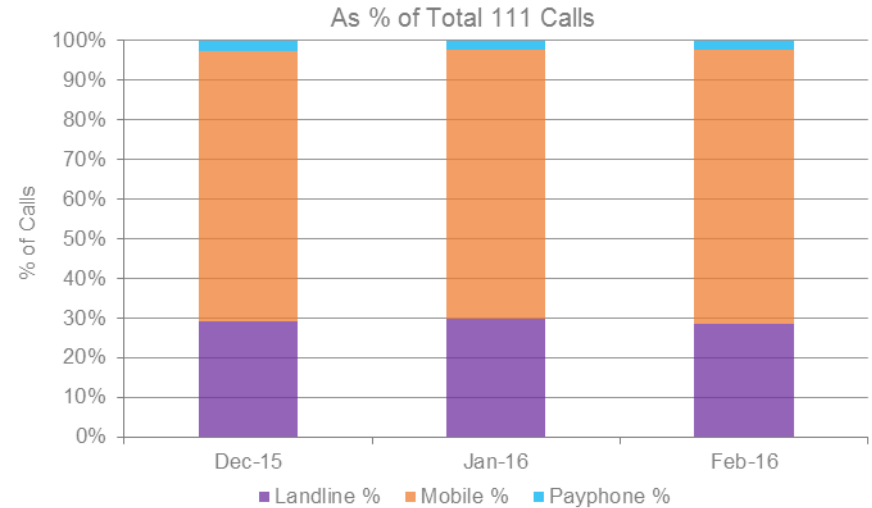
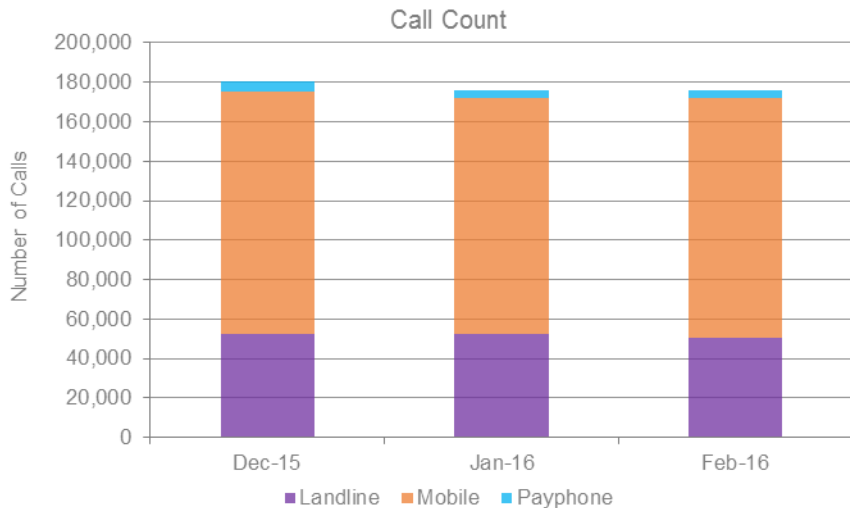
	Dec '15	Jan '16	Feb '16	Total
Offered	186,430	181,540	181,971	549,941
Answered	180,145	175,818	176,090	532,053
Abandoned	6,285	5,722	5,881	17,888
Abandoned %	3.4%	3.2%	3.2%	3.3%



Note - An abandoned call is one that is presented for answering but the caller hangs up prior to the call being answered, reasons 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*

# EMERGENCY CALL VOLUME:

## COUNT AND % BY ORIGINATING ACCESS TYPE (ALL INDUSTRY)

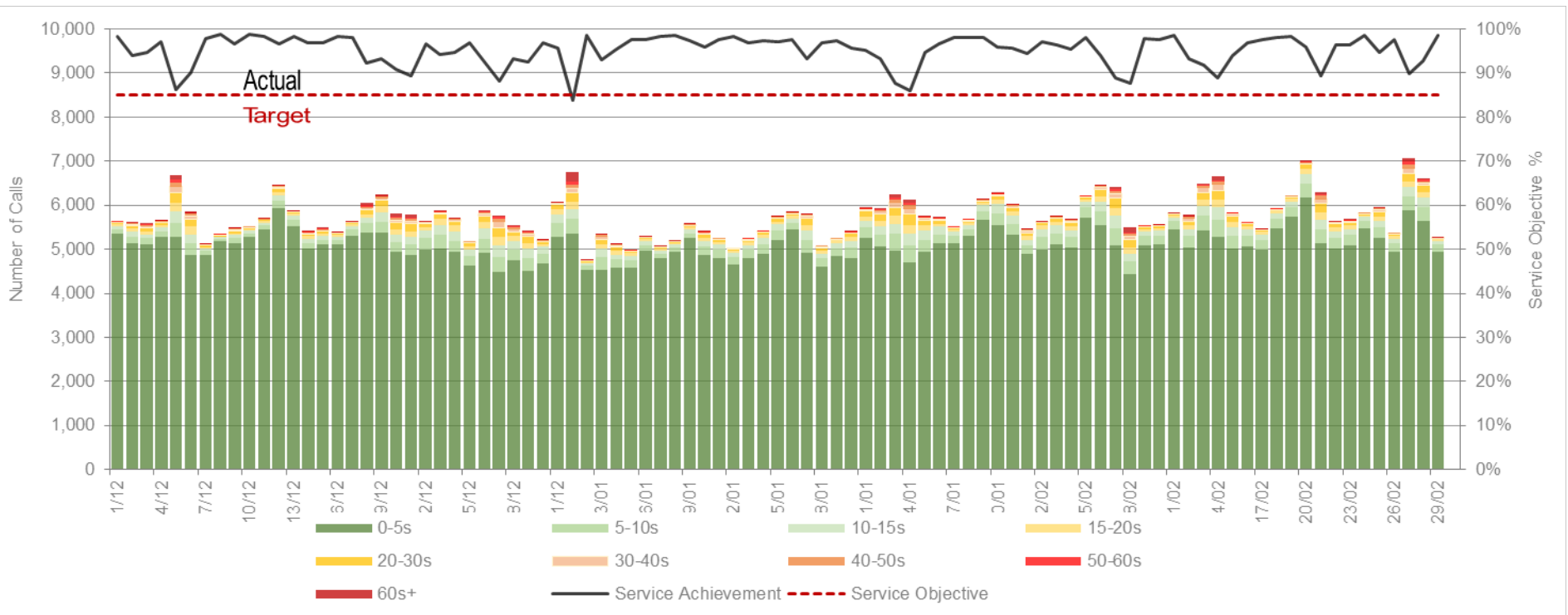


	Dec '15	Jan '16	Feb '16
Landline	52,419	52,391	50,271
Landline %	29.1%	29.8%	28.5%
Mobile	122,787	119,423	121,890
Mobile %	68.2%	67.9%	69.2%
Payphone	4,940	4,004	3,930
Payphone %	2.7%	2.3%	2.2%

# ICAP ANSWERING OF EMERGENCY CALLS:

## CALLER WAIT TIME BY DAY

- Call answering time reflects the length of time a caller waits for an ICAP operator to answer. The majority (90%) of calls are answered within 5 seconds.



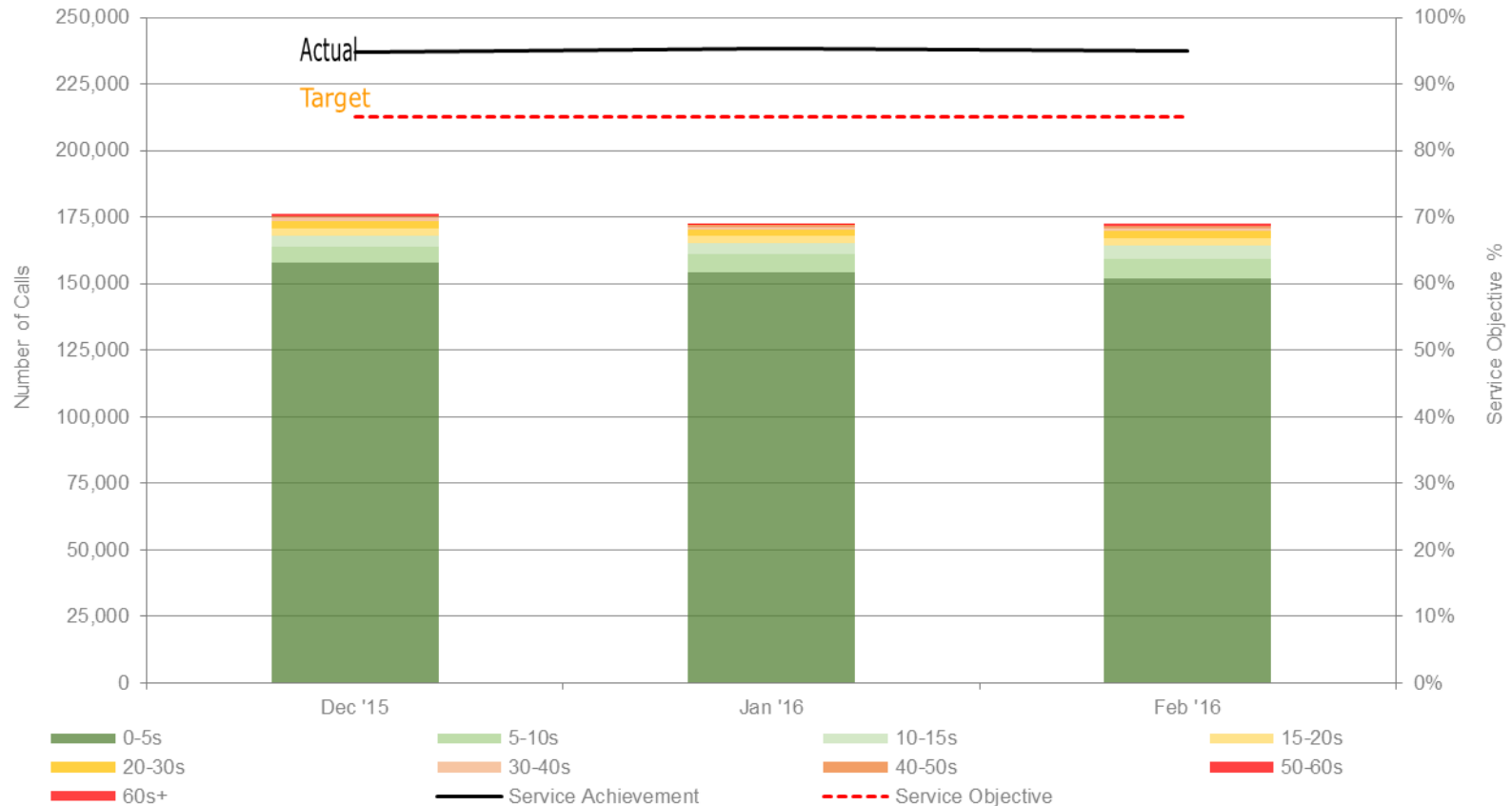
Caller Wait Time: Length of time a caller waits for the ICAP to answer call

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:

## CALLER WAIT TIME BY MONTH



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

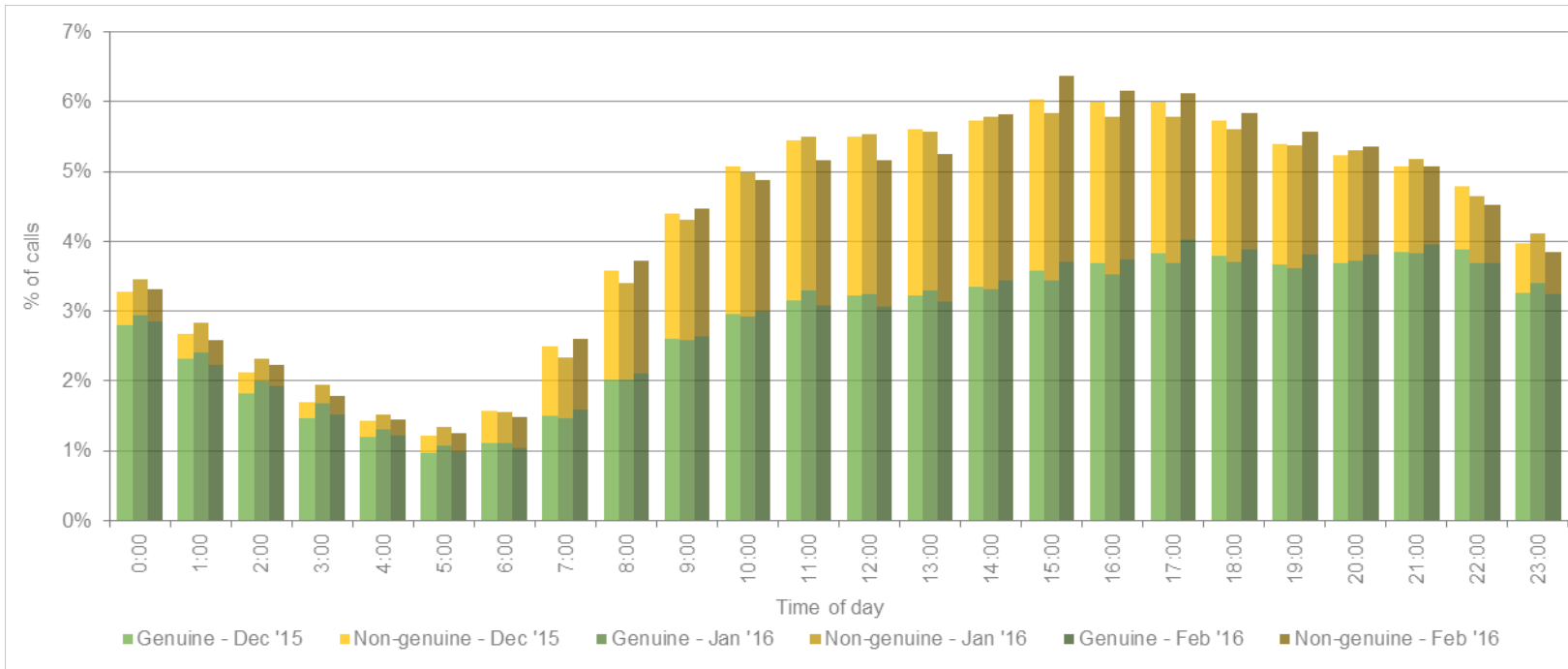
Service Objective Actual: 96% of all calls answered within 15 seconds



# EMERGENCY CALL VOLUME:

## GENUINE VS NON-GENUINE % BY HOUR AND MONTH

- Over 30% of calls are non-genuine emergency calls - this can be due to misdials, hang-ups, children playing or malicious calls.

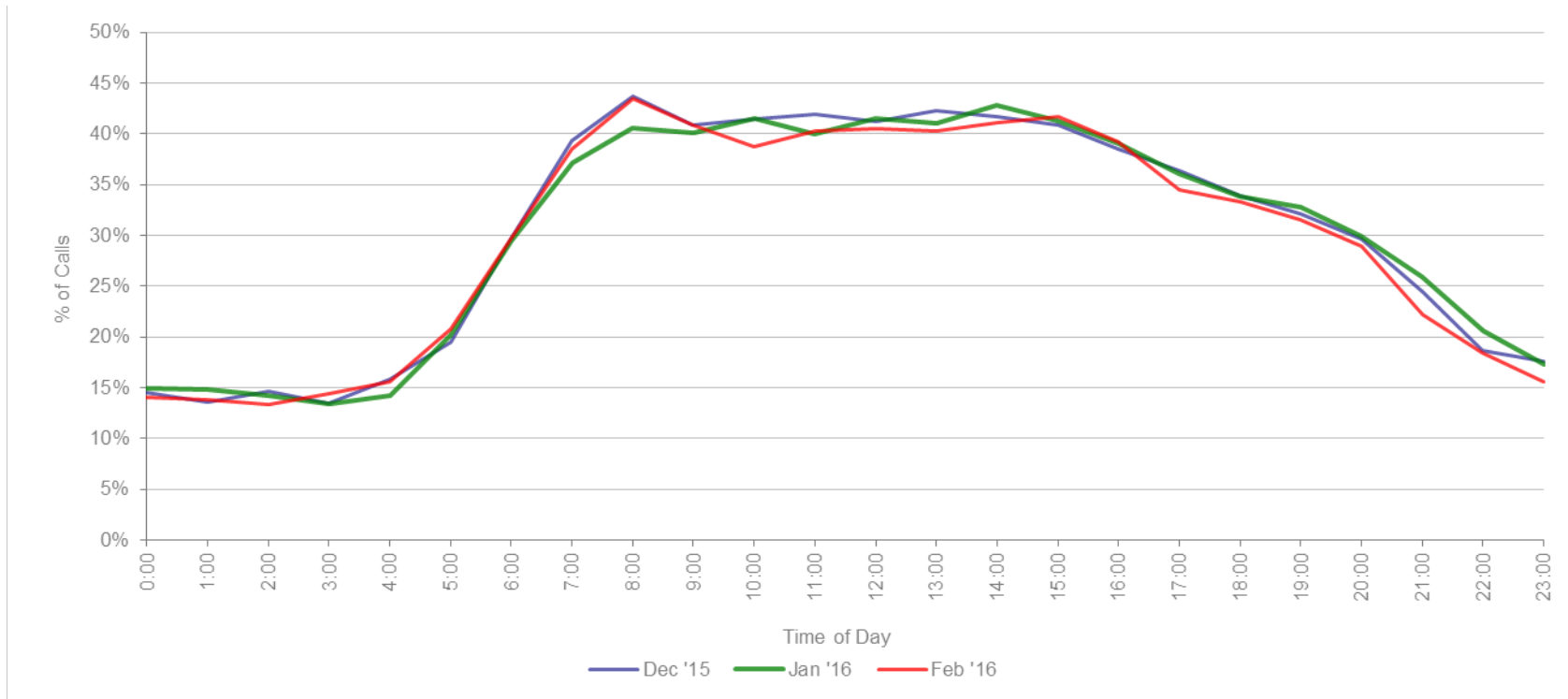


		Dec '15	Jan '16	Feb '16
Genuine	Landline	43,674	43,714	42,674
	Mobile	75,818	73,627	75,742
	Payphone	1,490	1,210	1,188
Non-genuine	Landline	8,744	8,678	7,597
	Mobile	46,969	45,796	46,148
	Payphone	3,450	2,793	2,742



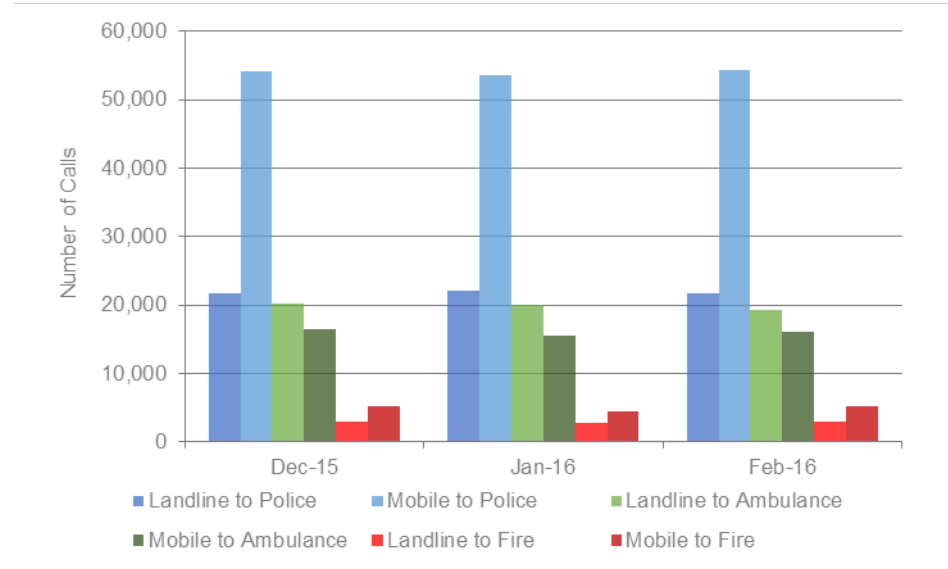
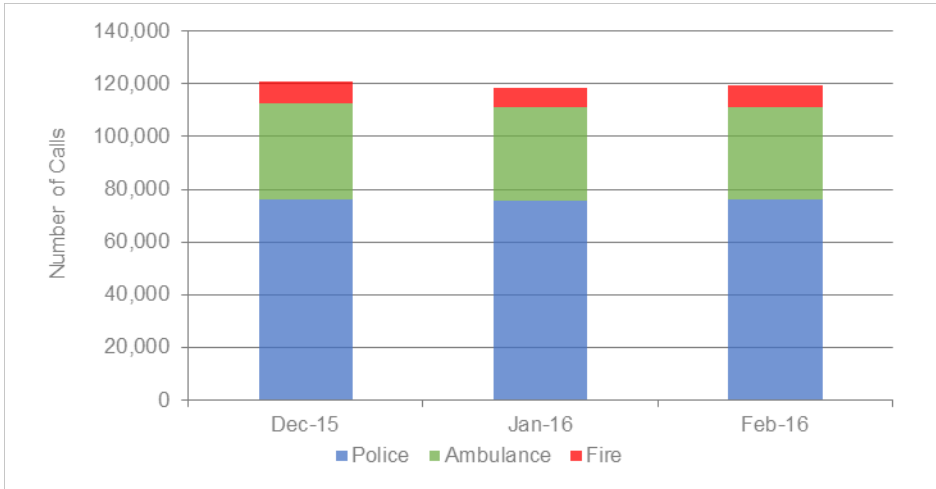
# EMERGENCY CALL VOLUME:

## NON-GENUINE % BY HOUR AND MONTH



		Dec '15	Jan '16	Feb '16
Genuine	Landline	24.2%	24.9%	24.2%
	Mobile	42.1%	41.9%	43.0%
	Payphone	0.8%	0.7%	0.7%
Non-genuine	Landline	4.9%	4.9%	4.3%
	Mobile	26.1%	26.0%	26.2%
	Payphone	1.9%	1.6%	1.6%

# VOLUME OF GENUINE EMERGENCY CALLS PASSED TO AN ESP: COUNT BY MONTH AND ORIGINATING ACCESS TYPE

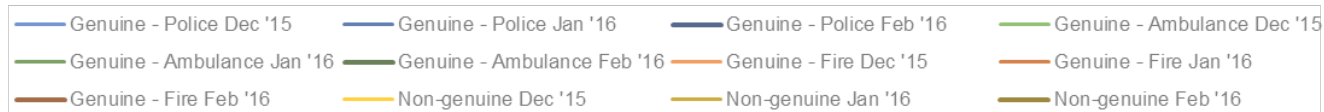
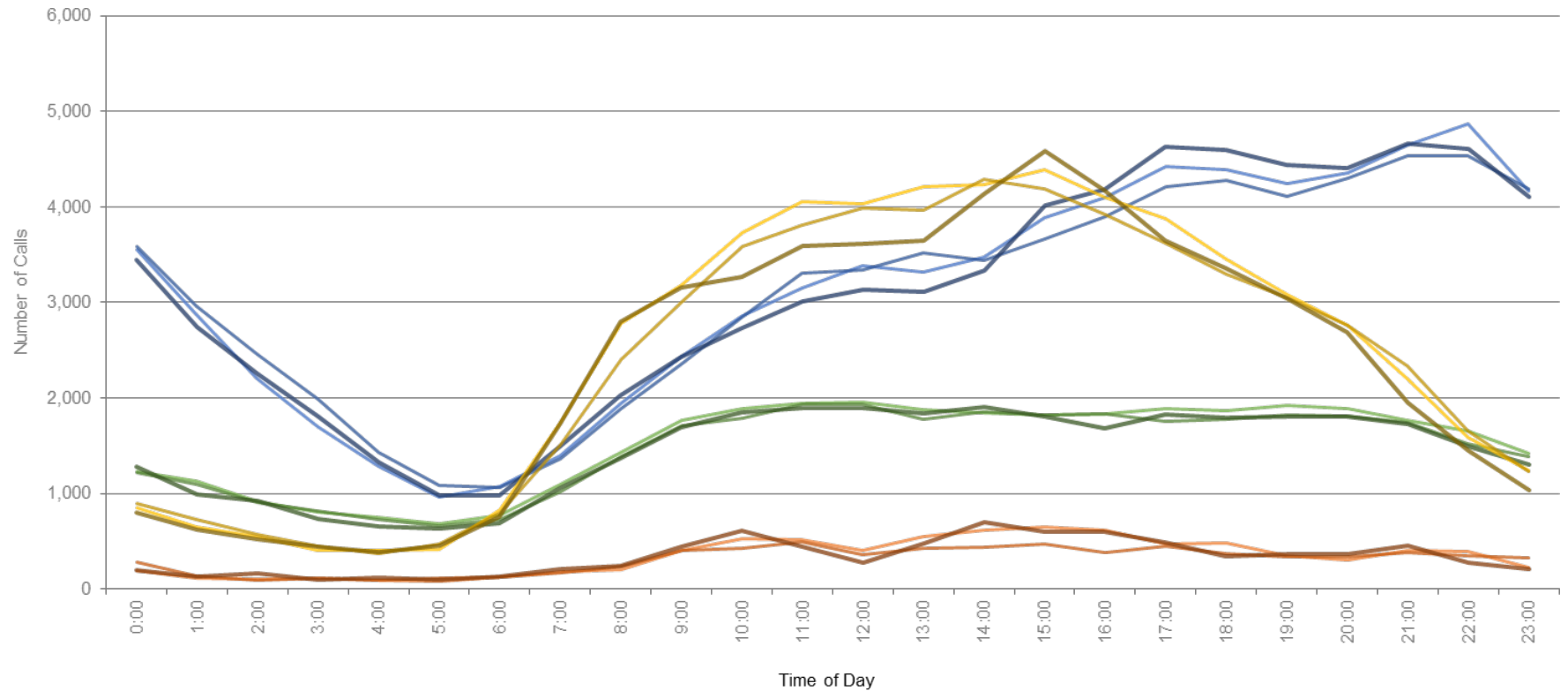


ESP Answering	Dec '15	Jan '16	Feb '16
Police	75,971	75,532	76,029
Police %	62.8%	63.7%	63.6%
Ambulance	36,779	35,598	35,390
Ambulance %	30.4%	30.0%	29.6%
Fire	8,232	7,421	8,185
Fire %	6.8%	6.3%	6.8%
Total	120,982	118,551	119,604

ESP Answering	Access Type	Dec '15	Jan '16	Feb '16
Police	Landline	21,802	22,049	21,654
	Mobile	54,169	53,483	54,375
Ambulance	Landline	20,310	20,013	19,230
	Mobile	16,470	15,585	16,161
Fire	Landline	3,053	2,862	2,978
	Mobile	5,179	4,559	5,207

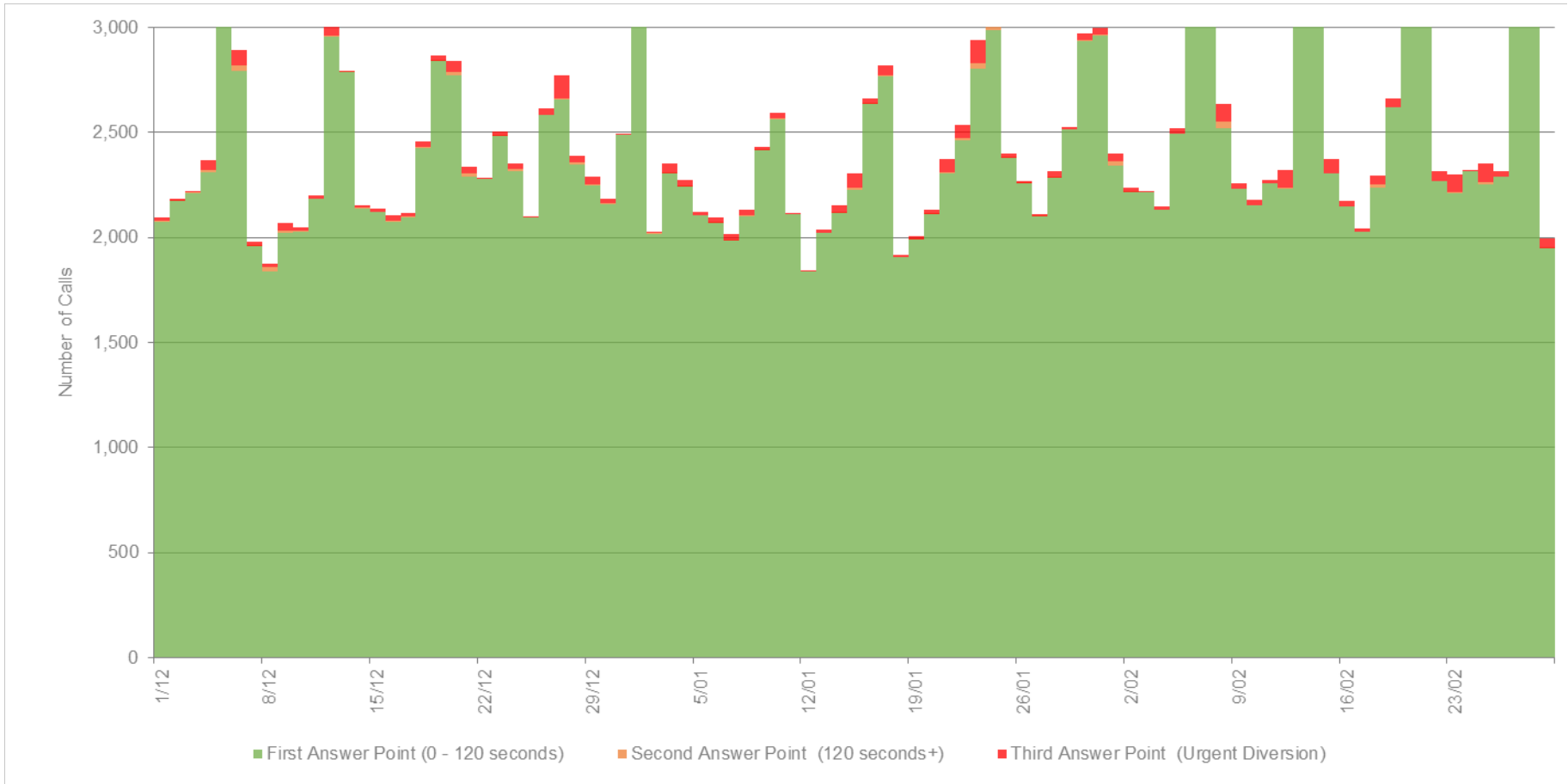
# VOLUME OF ALL EMERGENCY CALLS:

## COUNT BY HOUR



# ESP ANSWERING OF EMERGENCY CALLS:

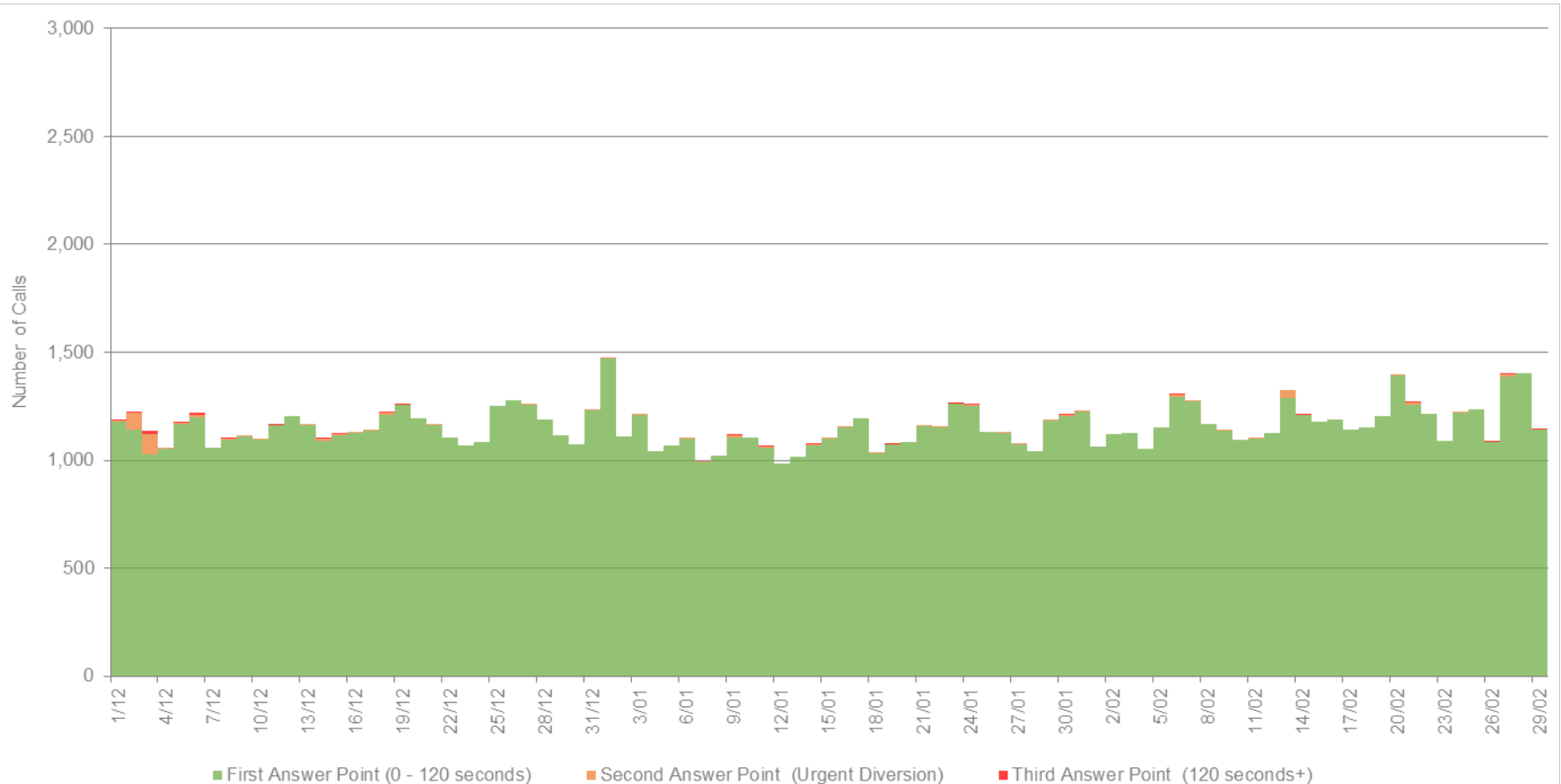
## POLICE CALLER WAIT TIME BY DAY



An ICAP operator remains in the call until it is answered by an ESP operator. If the call is not answered within 120 seconds, the ICAP operator then seeks to contact the second ESP answer point and so on.

# ESP ANSWERING OF EMERGENCY CALLS:

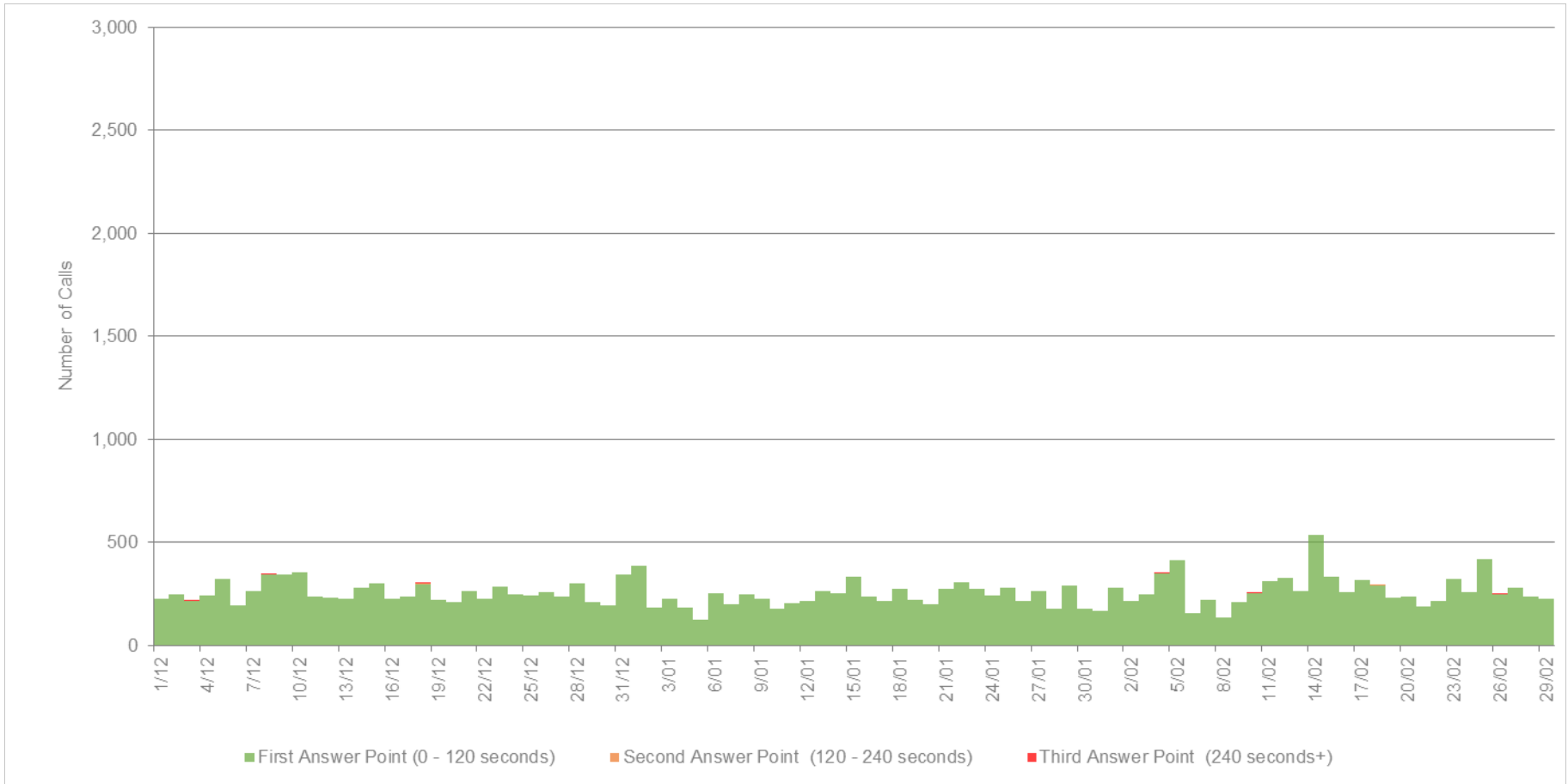
## AMBULANCE CALLER WAIT TIME BY DAY



An ICAP operator remains in the call until it is answered by an ESP operator. If the call is not answered within 120 seconds, the ICAP operator then seeks to contact the second ESP answer point and so on.

# ESP ANSWERING OF EMERGENCY CALLS:

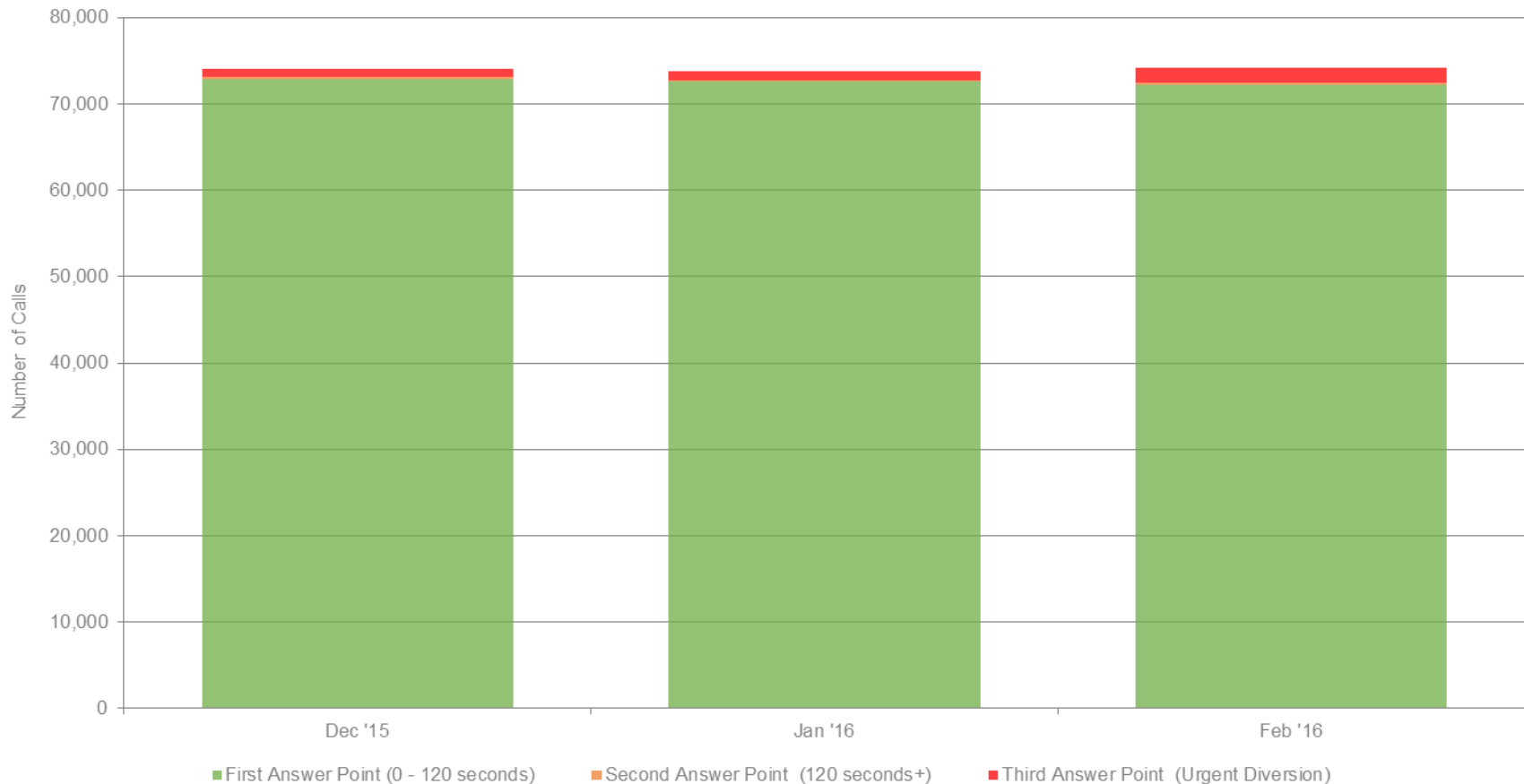
## FIRE CALLER WAIT TIME BY DAY



An ICAP operator remains in the call until it is answered by an ESP operator. If the call is not answered within 120 seconds, the ICAP operator then seeks to contact the second ESP answer point and so on.

# ESP ANSWERING OF EMERGENCY CALLS:

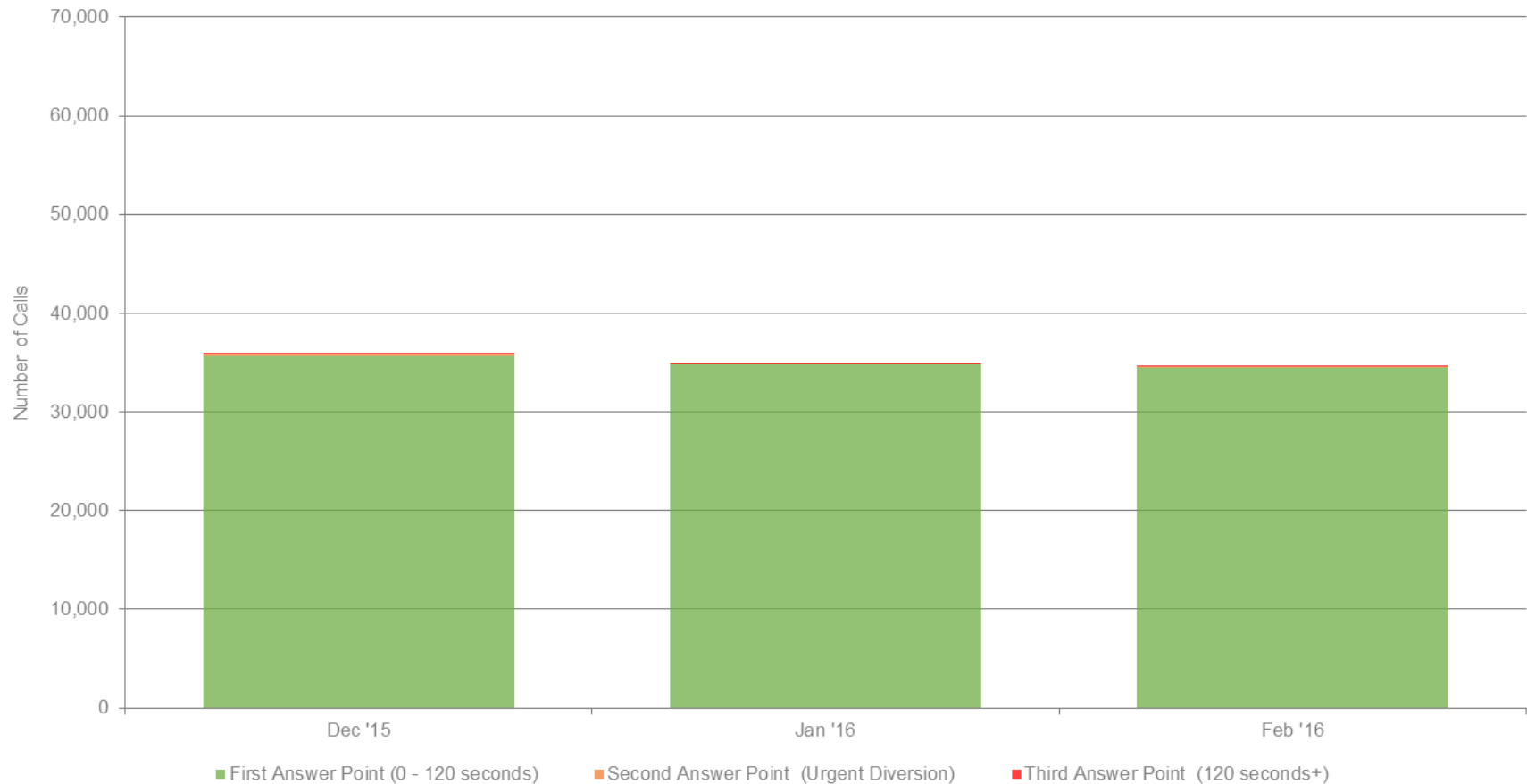
## POLICE CALLER WAIT TIME BY MONTH



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# ESP ANSWERING OF EMERGENCY CALLS:

## AMBULANCE CALLER WAIT TIME BY MONTH

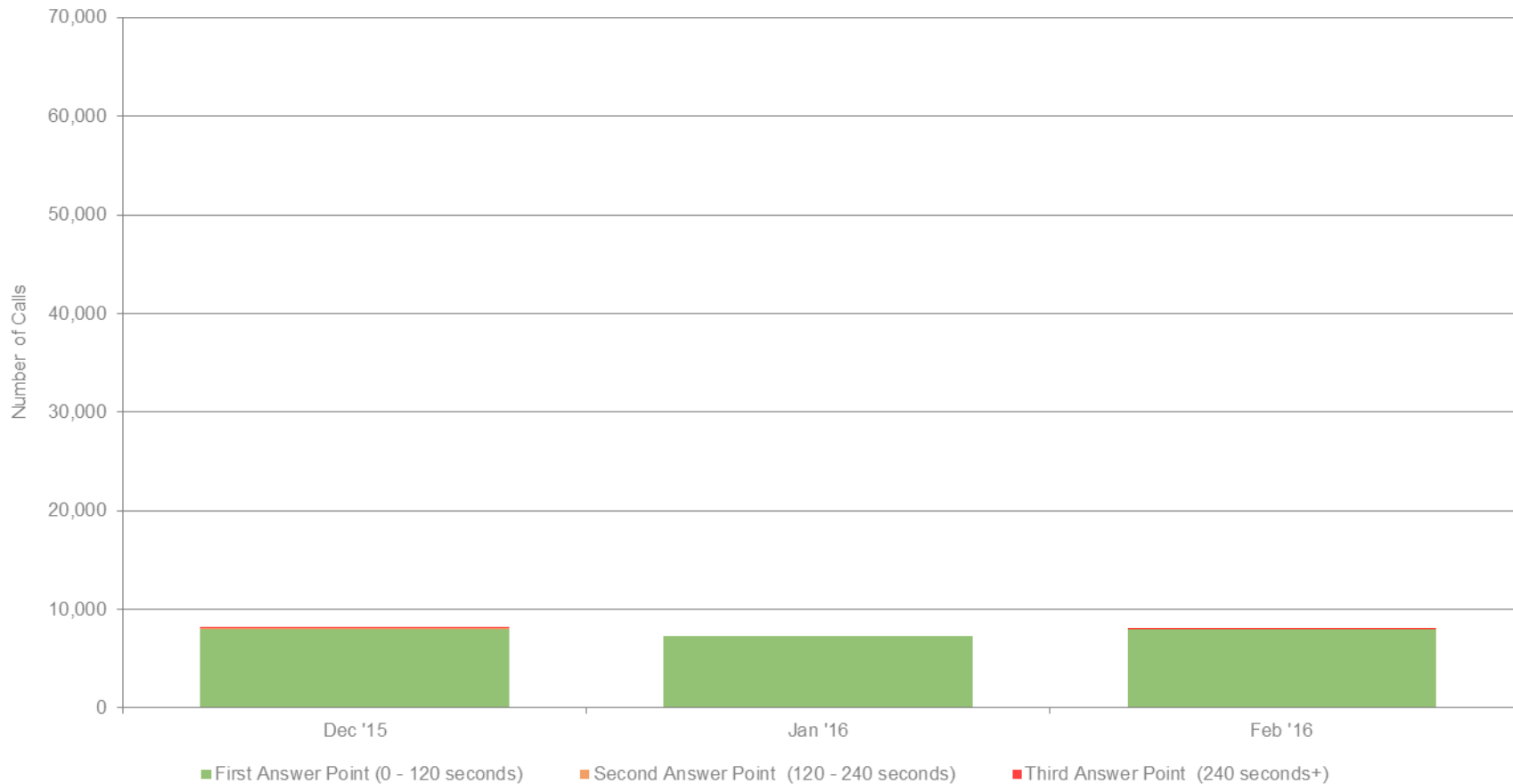


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# ESP ANSWERING OF EMERGENCY CALLS:

## FIRE CALLER WAIT TIME BY MONTH



*An ICAP operator remains in the call until it is answered by an ESP operator. If the call is not answered within 120 seconds, the ICAP operator then seeks to contact the second ESP answer point and so on.*

# NETWORK PERFORMANCE FOR 111 CALLS:

## AVAILABILITY OF NETWORK FACILITIES

Network Facility	Dec '15		Jan '16		Feb '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	1.50	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%
<b>Total</b>	<b>1.50</b>	<b>100.00%</b>	<b>0.00</b>	<b>100.00%</b>	<b>0.00</b>	<b>100.00%</b>

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.

# GLOSSARY OF TERMS

ESP	Emergency Service Provider (Fire, Ambulance or Police)
ICAP	Initial Call Answering Point/Platform
Offered	A call presented to the ICAP or ESP Communications Centre for answering.
Answered	A call answered by the ICAP operator or ESP operator.
Abandoned	A call that is presented for answering but the caller hangs up prior to the call being answered.
Genuine Calls	A call made to 111 that is connected to an Emergency Service Provider. (Fire, Ambulance or Police)
Non Genuine Calls	A call made to 111 that is not connected to an Emergency Service Provider. (eg: the caller hangs up, children playing, accidentally dialled)
First Answer Point	The first ESP communications centre to where a 111 call is delivered for answering.
Second Answer Point	The second ESP communications centre to where a 111 call is delivered for answering.
Third Answer Point	The third ESP communications centre to where a 111 call is delivered for answering.
SDX	Service Delivery Exchange

