



# 111 QUARTERLY REVIEW

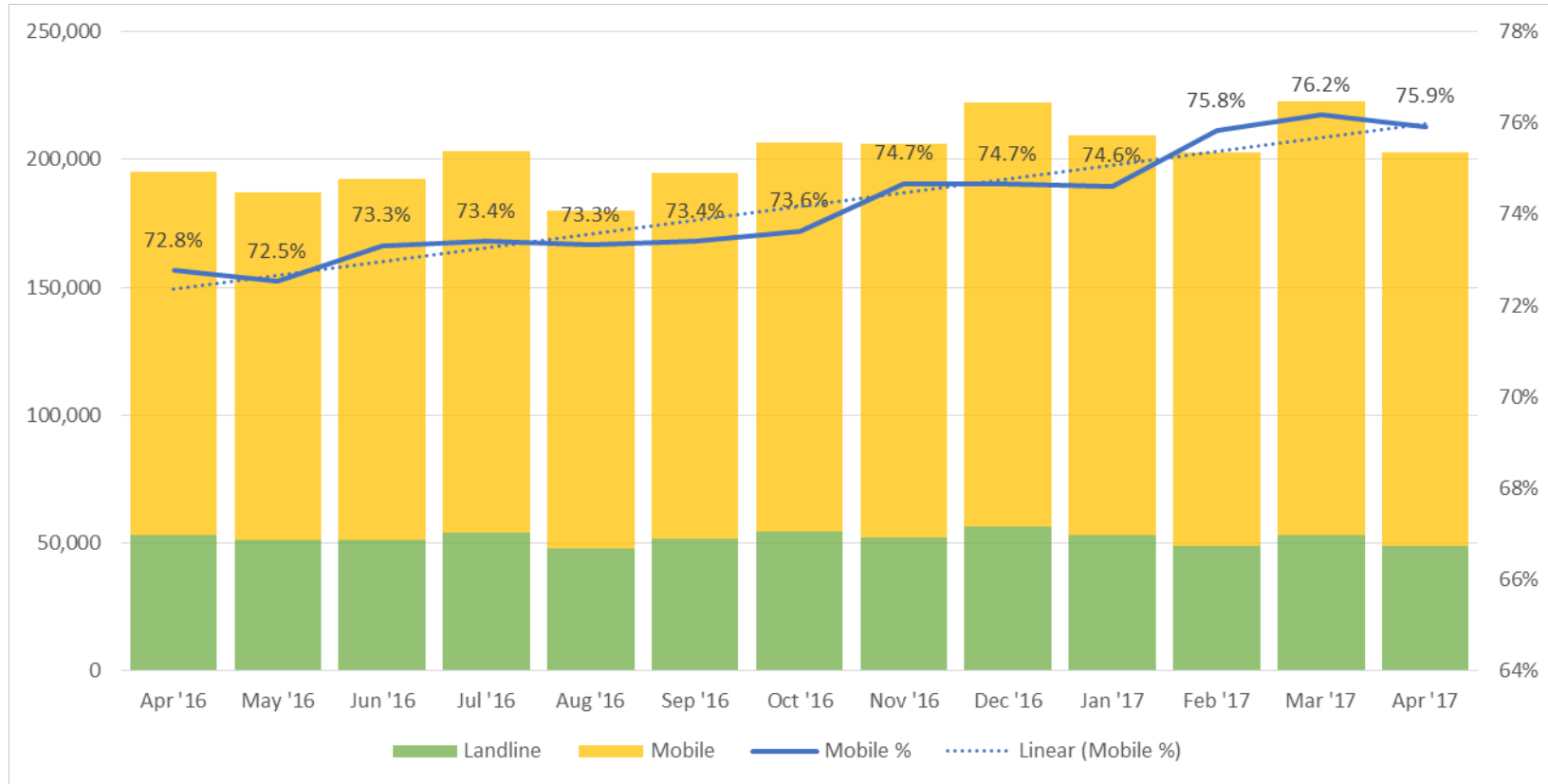
Feb – Apr 2017

Thursday 11<sup>th</sup> May 2017

# TOTAL 111 CALL VOLUME:

## ALL CALLS DIALLING 111 BY ACCESS TYPE

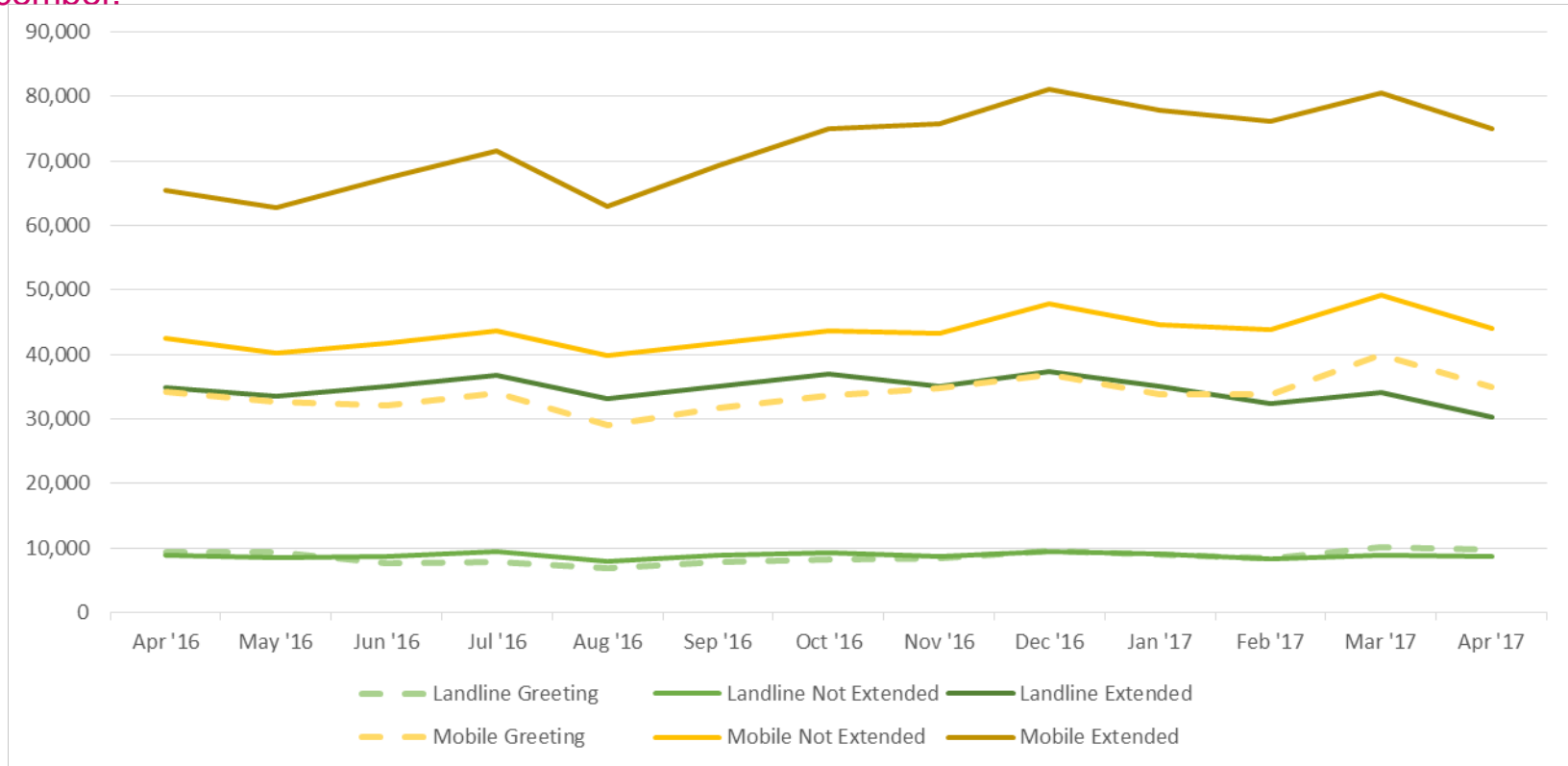
Total call volume has been high over Summer and starts to taper off into Winter. Mobile proportion continues to increase steadily as landline volumes continue to decline.



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 begun to flatten after a big increase over Summer. Landline extended calls have been in decline since December.

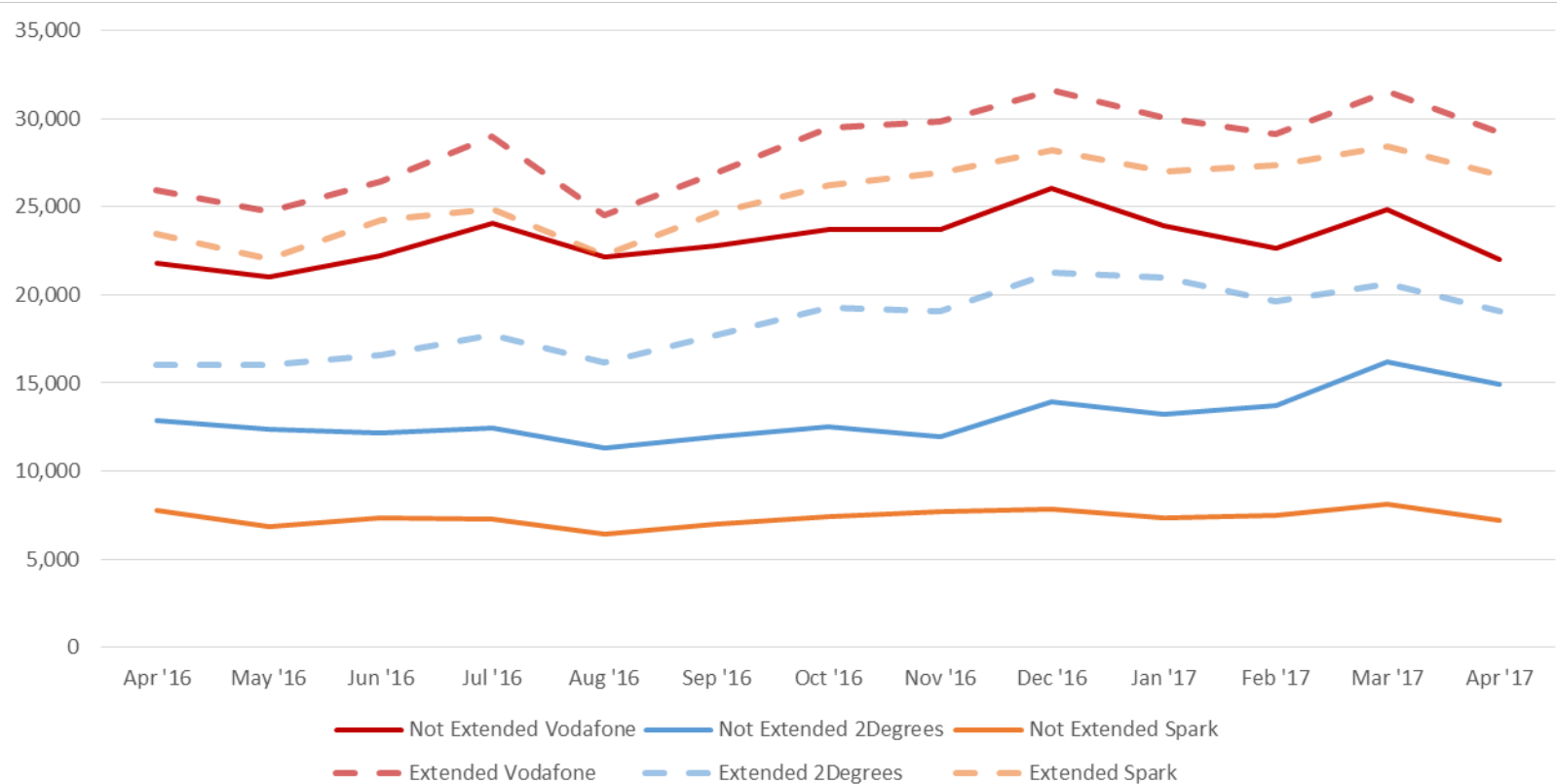


Note – 'Greeting' refers to those calls that terminate within the greeting message and those calls that abandon within the ICAP queue before being answered by an operator. The total abandoned calls per month is 4-6,000, depending on the month, meaning the majority of these calls (40,000 per month) terminated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

# MOBILE 111 CALL VOLUME:

## COUNT BY ORIGINATING ACCESS TYPE AND ICAP RESULT

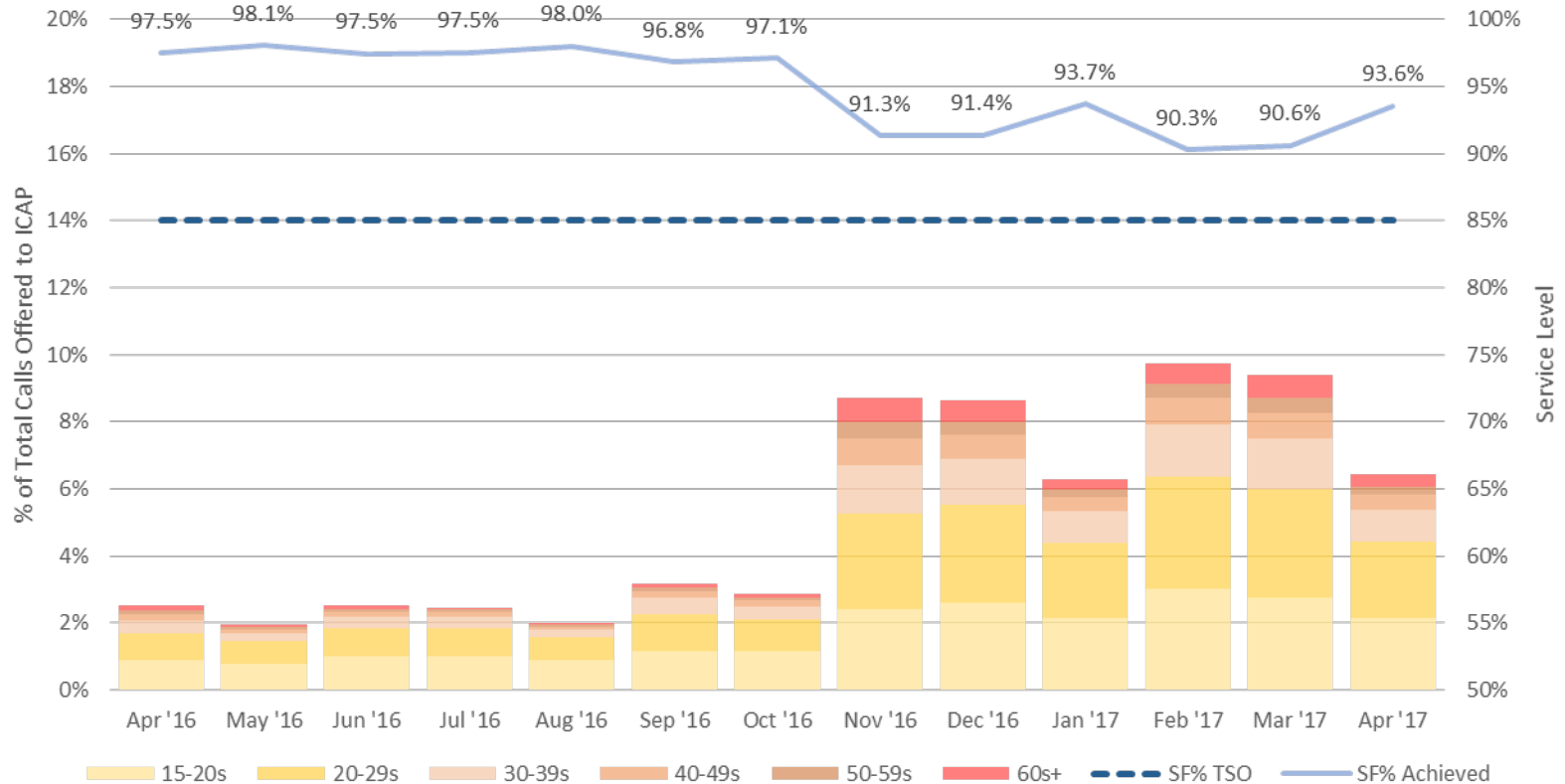
Vodafone Extended remain steady while Not Extended calls show a slight decrease since December. 2 Degrees increasing Not Extended while Extended calls drop slightly. Spark remains flat on both.



# ICAP ANSWERING OF EMERGENCY CALLS:

## CALLER WAIT TIME BY MONTH

Feb-Apr saw significantly worse answering performance for the ICAP, hampered by continued answering delays from 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

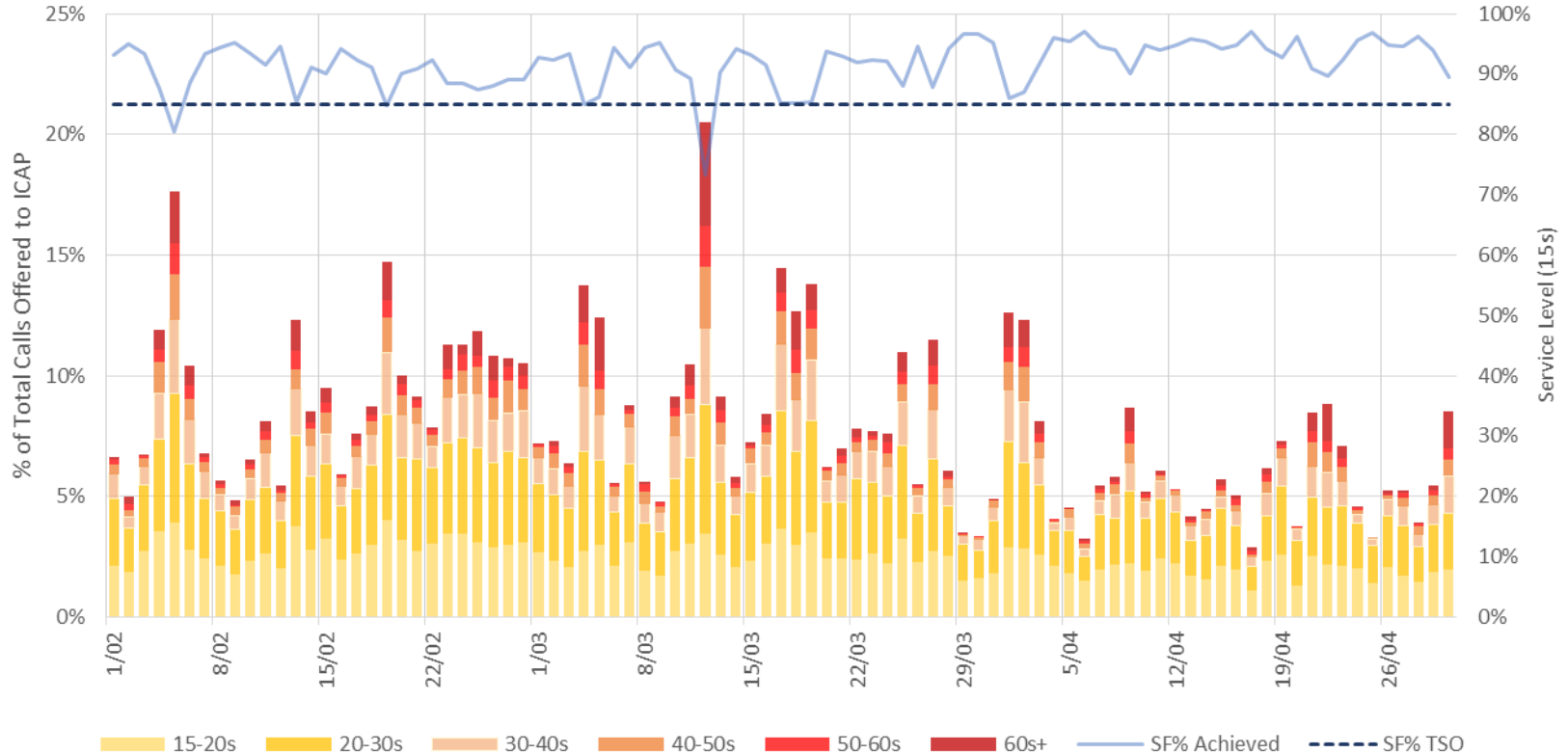
Service Objective Actual: 97% of all calls answered within 15 seconds



# 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 4<sup>th</sup>, 5<sup>th</sup>, & 6<sup>th</sup> Feb Waitangi Weekend, February 13<sup>th</sup> – Port Hills Fires, 12<sup>th</sup> March Upper North Island Storm. The other days with increased number of calls outside SLA are due to answering delays at Police with no particular event.



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

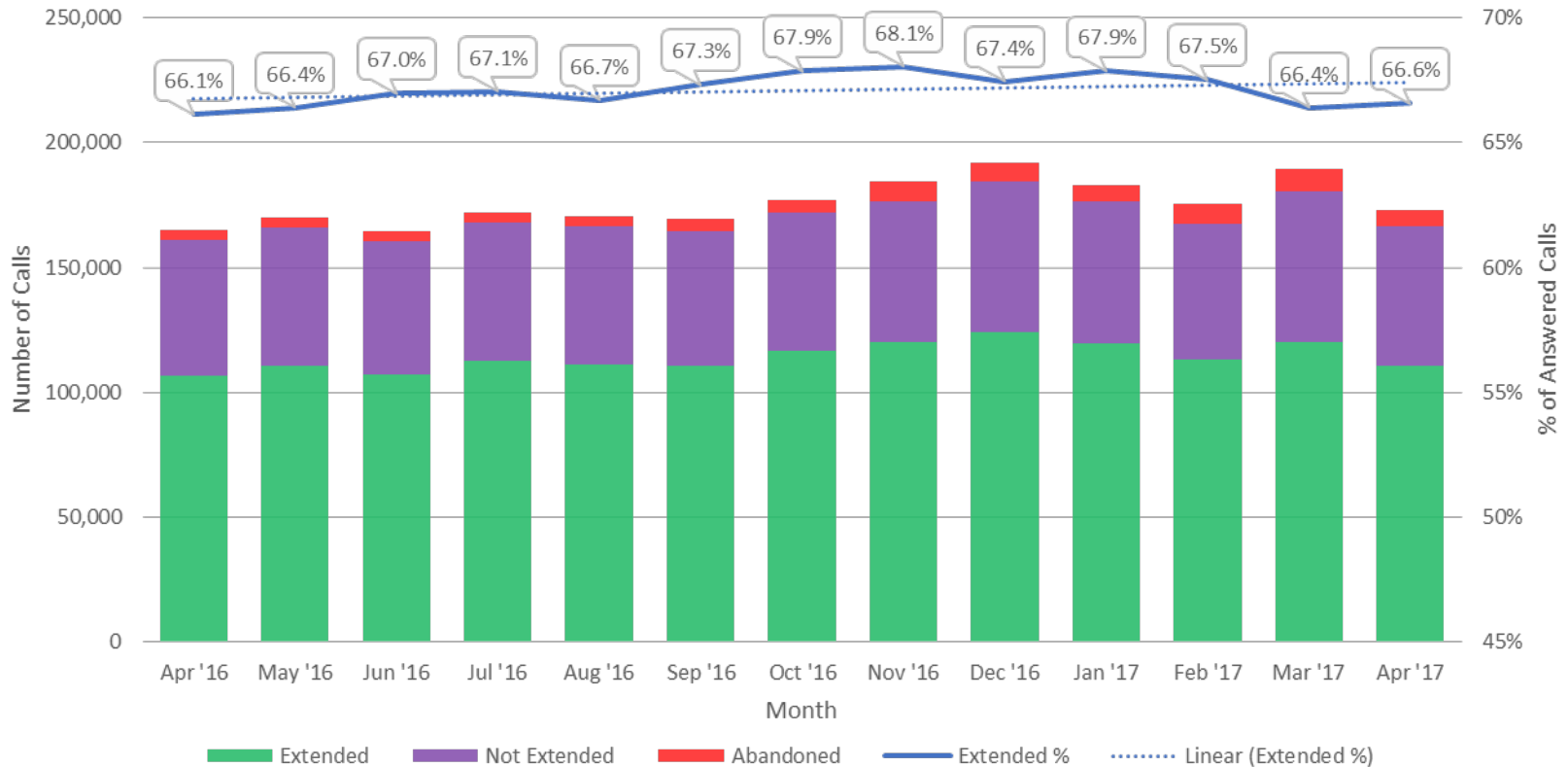
Service Objective Actual: 96% of all calls answered within 15 seconds



# ICAP ANSWERING OF EMERGENCY CALLS:

## CALL RESULT & EXTENDED % BY MONTH

Calls extended as an overall % of volume have dropped slightly this quarter

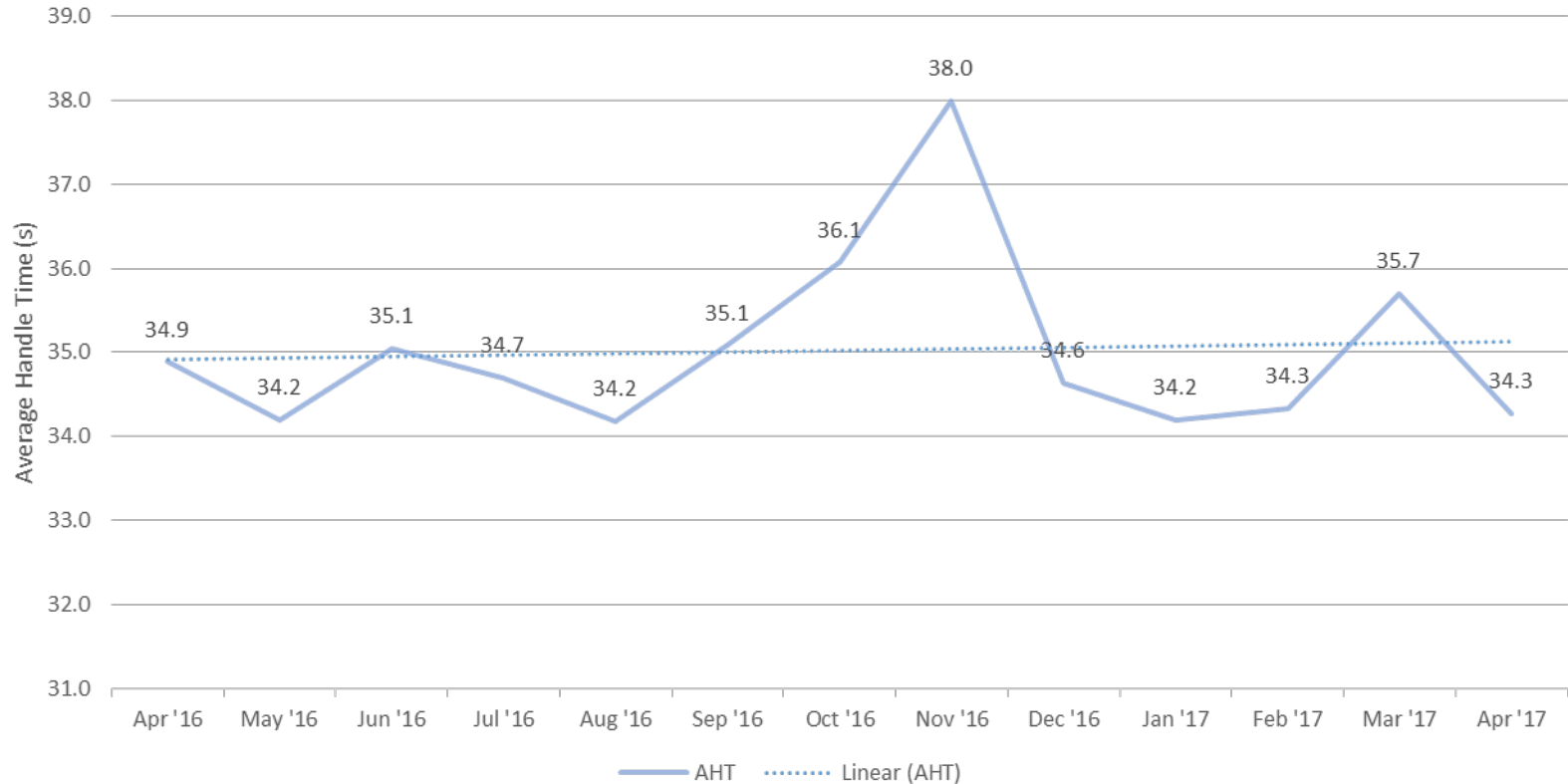


*Note - An abandoned call is one that is presented for answering but the caller hangs up prior to the call being answered, reasons can include: misdials, hang-ups, children playing, phones in bags, the time taken to answer, the ESP has arrived on the scene or they no longer require assistance*

# 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.

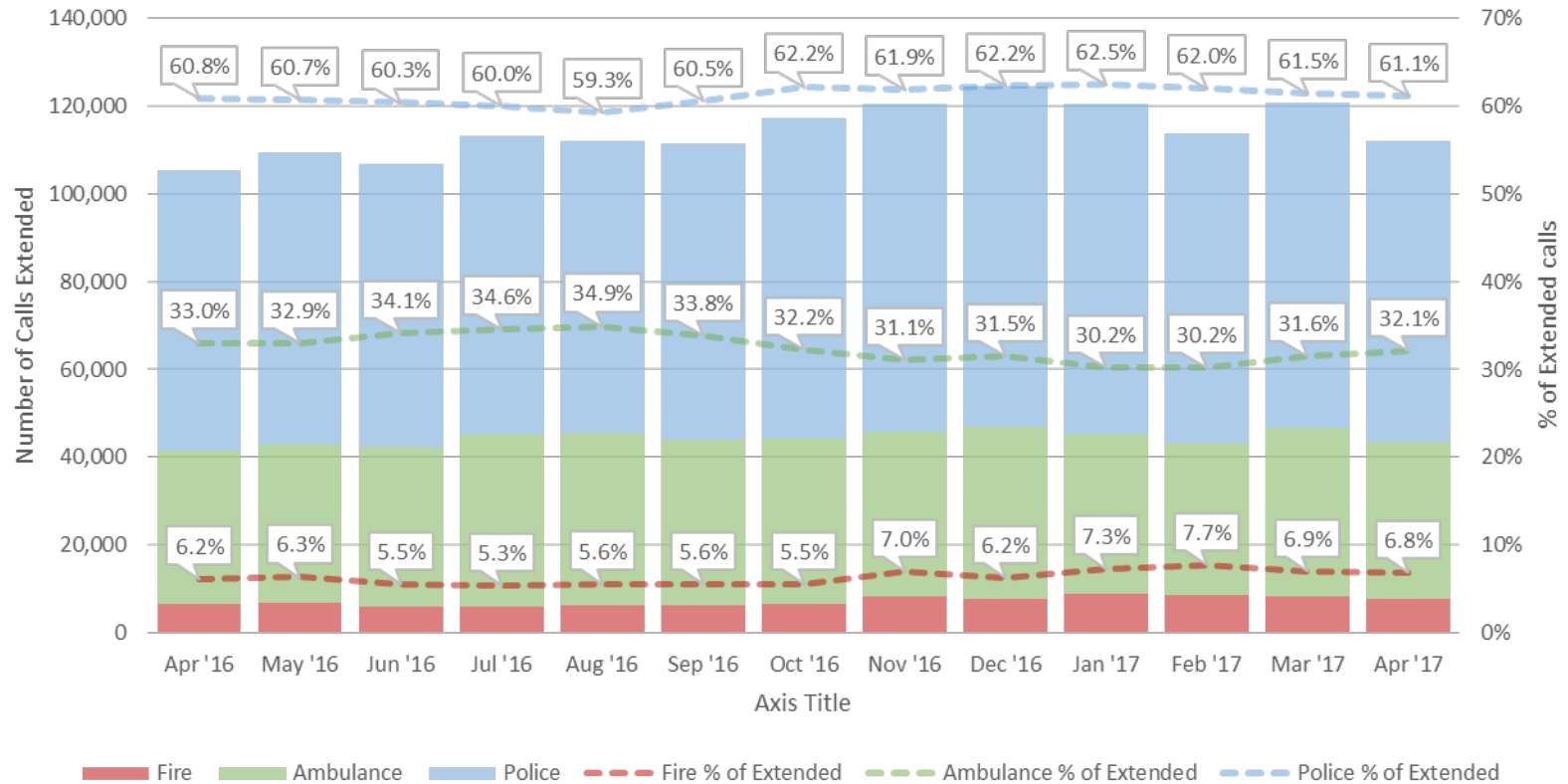


A big peak in November following the Kaikoura earthquakes, answering delays in March contributed to a rise too.



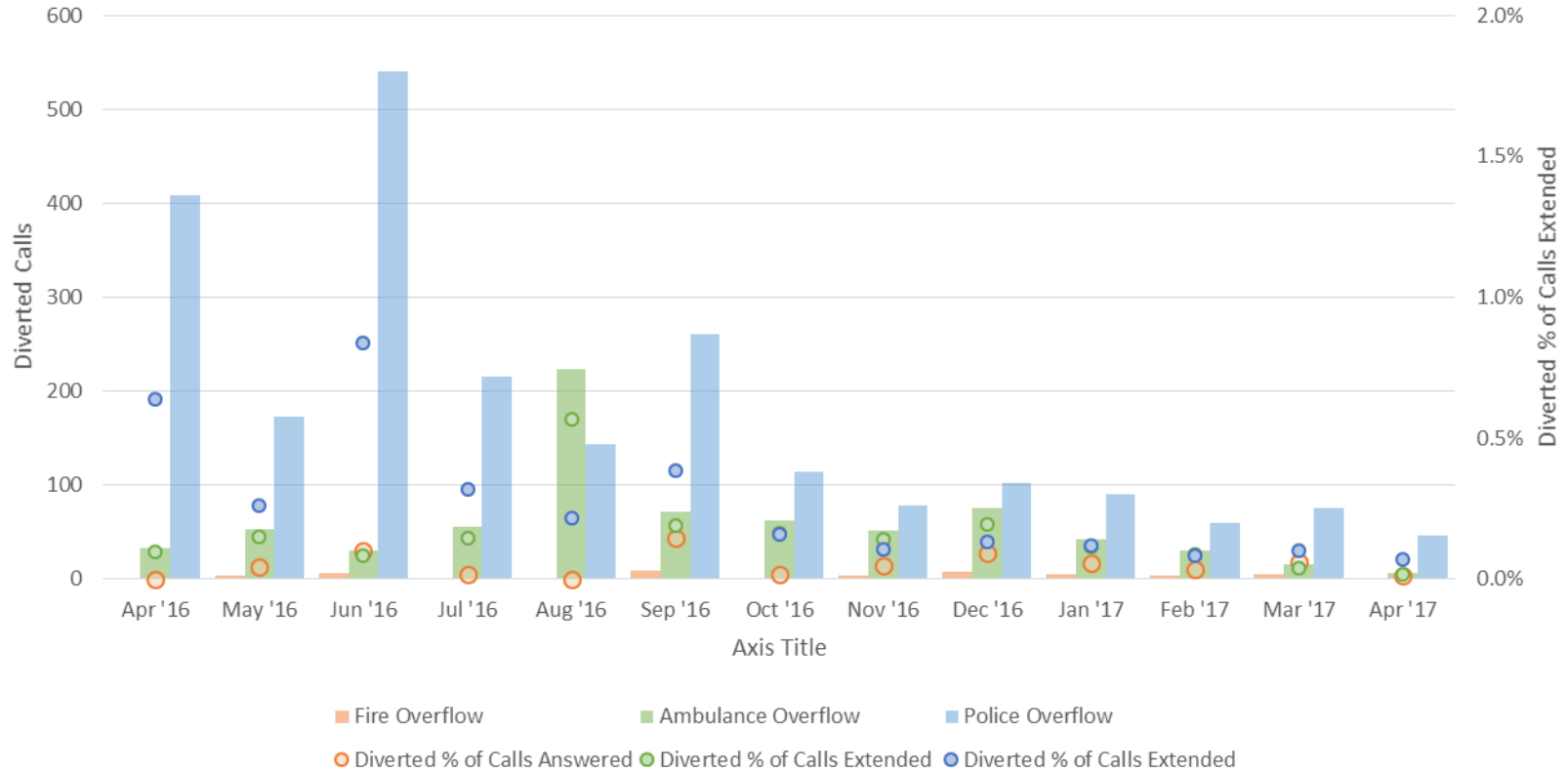
# EMERGENCY CALLS EXTENDED TO AN ESP: COUNT & % OF ALL CALLS EXTENDED BY MONTH AND SERVICE

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



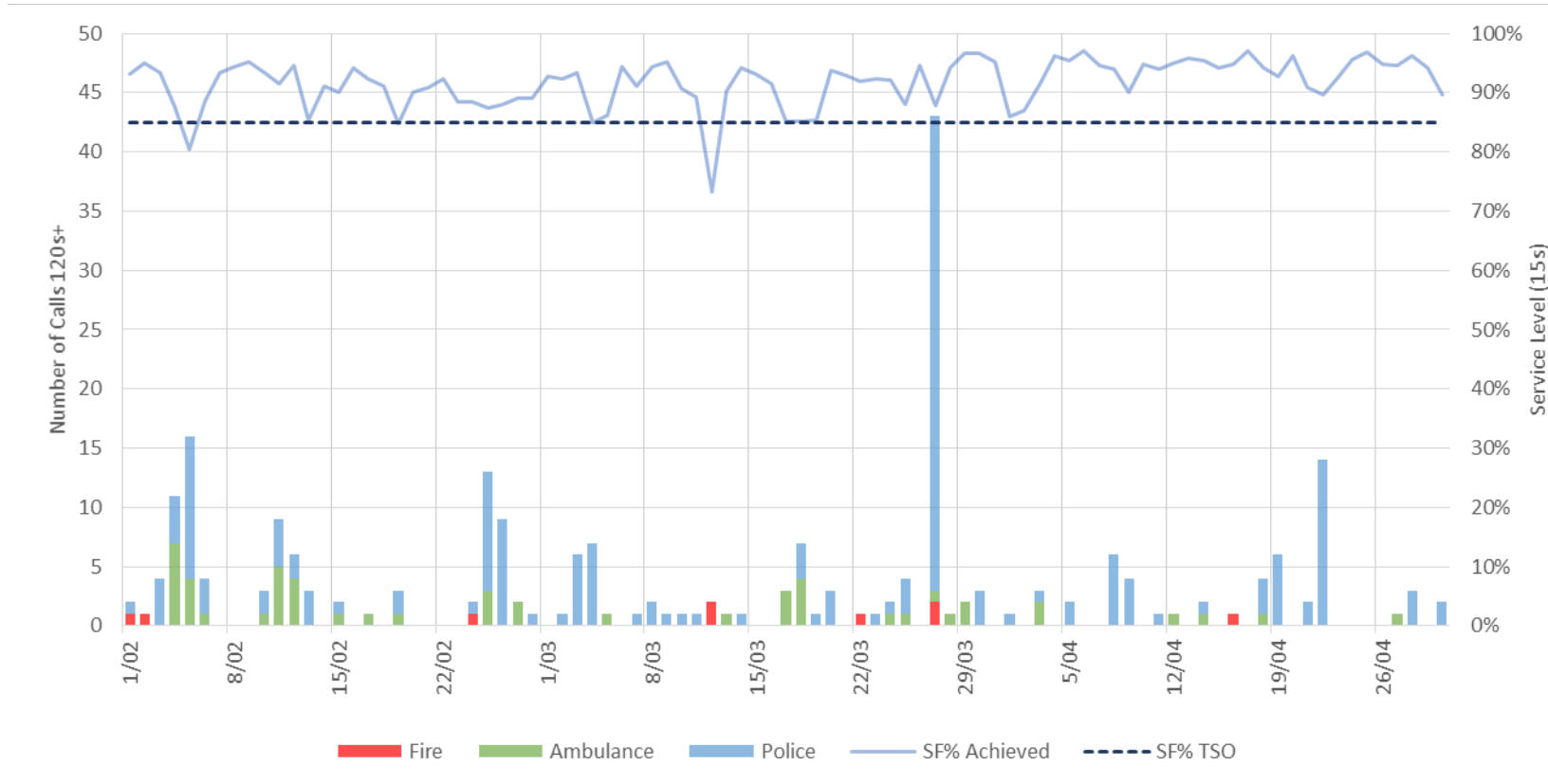
# EMERGENCY CALLS EXTENDED TO AN ESP WAITING 120+ SEC: COUNT & % OF EXTENDED BY MONTH & SERVICE

On Monday 17<sup>th</sup> October, the Diversion time had been altered to 240s.



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

On Monday 17<sup>th</sup> October, the Diversion time has been altered to 240s. A spike in diversions on Mar 27<sup>th</sup> was due to a Solidus/PABX issue in NorthComms for Police and Fire



# NETWORK PERFORMANCE FOR 111 CALLS:

## AVAILABILITY OF NETWORK FACILITIES

No Phases to report during this three month period.

| Network Facility |   | Feb '17        |         | Mar '17        |         | Apr '17        |         |
|------------------|---|----------------|---------|----------------|---------|----------------|---------|
|                  |   | 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.*

