

## **Review of 111 calling**

### **Findings – December 2012**

#### **Background**

The purpose of the 111 Review was to ensure that the current 111 calling service is effective and able to adapt to changes in technology, industry structures, and expectations of end users.

The scope of the Review covered a distinct portion of the 111 calling process: from a voice-caller dialling 111, to the point at which the call is handed over to the appropriate emergency service provider's call centre.

The Review examined three factors which influence the sustainable delivery of 111 calling:

- the governance framework for 111 calling;
- the service delivery model of the Initial 111 Answering Service (the Initial Call Answering Platform); and
- advances in device and network technology with potential to impact on 111 calling.

#### *Governance findings*

While the 111 calling system is working well overall, improvements can be made to the governance arrangements overseeing the system, to ensure better role clarity, stronger lines of accountability, and additional resources to progress policy work. It is recommended that:

1. a representative of the Ministry of Business, Innovation and Employment (MBIE) be the permanent chair of the Emergency Services Calling Advisory Board (ESCAB).
2. the primary role of the ESCAB be as an information sharing and advisory body focused on the 111 calling service, and reporting to the Ministry of Business, Innovation and Employment.
3. MBIE develop updated Terms of Reference for the ESCAB for joint approval by the Minister for Communications and Information Technology and Minister of Police.
4. MBIE, working closely with the ETSSG and the New Zealand Police, provide the policy resources to advise government on 111 calling issues, and progress policy projects.
5. to ensure the provision of consistent and coherent policy advice, the ETSSG and MBIE jointly report to Ministers on 111 policy proposals relevant to the telecommunications industry.

It is also recommended that MBIE be guided by the following policy objectives in relation to 111 policy work:

- 5.1 111 calling is free of charge for genuine calls;
- 5.2 111 calling is accessible to all New Zealanders who are connected to a public telecommunications network;
- 5.3 111 calling is of sufficient quality and clarity across all supported channels of communication;
- 5.4 the availability of 111 calling on different devices and channels is transparent to users, and responds to evolving public expectations;
- 5.5 111 calling has a very high level of reliability;
- 5.6 emergency service providers can obtain sufficiently accurate and reliable caller location information to respond promptly to emergencies; and
- 5.7 the security of any information relating to 111 calls is preserved.

*Findings on the service delivery model of the Initial 111 Answering Service*

The current service delivery model of the Initial Call Answering Platform (ICAP) provided by Telecom New Zealand, has been operating effectively; and [performed well during and after the Christchurch earthquakes](#).

*Findings regarding technological change*

There is increasing use of Voice-over Internet Protocol devices, along with the ongoing consumer shift away from fixed-line phones and towards mobile telephony devices.

It is recommended that MBIE work with emergency service providers and the telecommunications sector to investigate the impact of these new developments on the 111 calling system, and what work may be required in response.