

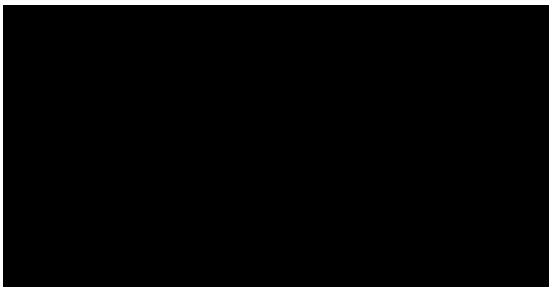


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3 October 2018



**Information Request – information relating to Selcall operational issues**

I refer to your official information request dated 8 August 2018 asking for information relating to Selcall operational issues. On 5 September I wrote to you to advise that Fire and Emergency was extending your request by 20 working days and that due to the volume of emails that are generated by operational issues we could provide a summary table to satisfy your request.

Selcall (short for Selective Calling) is one of the systems used by emergency services to notify its units of incidents that they are being asked to respond to.

Fire and Emergency's systems are designed to ensure that if one system is experiencing issues there are other mechanisms still operating. For example, most of our volunteer brigades will receive notification of an incident through their individual pagers, which are on a separately operated system, while Selcall activates the fire siren at the local station.

We are able to provide a table of issues between 1 February 2018 and 30 May 2018. This table was prepared for internal use at the time. I am advised that we are unable to expand on this timeframe without substantial collation and research. Please note some information has been redacted under section 9(2)(c) to avoid prejudice to measures protecting the health and safety of the public.

You specifically requested information regarding the operational issues experienced on 3 August 2018 during a major power failure in Wellington. The total time that Selcall was affected during the power failure was 24 minutes. During that time Fire and Emergency operated its paging system and voice communications. This was due to a device not rebooting when the generators were operated. Technicians were able to restore the system once notified of the issue.

New Zealand Police is leading the Next Generation Critical Communications (NGCC) Programme. Fire and Emergency is part of the programme team and is working with emergency services partners to develop a detailed business case to consider options to replace the existing emergency service communications. Any new communications capability would likely provide a hybrid system utilising advanced communication services.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Note also that this response (with your personal details removed) may be published on the Fire and Emergency website.

Yours sincerely



Bella Sutherland  
Director, Office of the Chief Executive

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Date	Time	Centre	Local/National	Status	Problem	Notes
1/02/2018	14:30:00	Southcom	Local	Closed	Loss Of Selcall On Nelson And West Coast Channels	<b>Southern Communication Fire Selcall is back up &amp; running on the Nelson &amp; West Coast channels. District Services Engineers isolated fault to 9(2)(c) &amp; visited site restoring service. Service Desk have confirmed with Fire Shift Manager service is restored.</b>
3/02/2018	03:14:00	Centralcom	Local	Closed	Turn out Tones and Selcal Failure at Johnsonville Station – no fault firecomms end Johnsonville Fire Stn reported no Tones or pagers or announcement F2474102	WOC 6/6/18"Investigated the issue and found that the pager application was still set to 9(2)(c) on high priority pages with would fail to send, I changed it to 9(2)(c)." DWW 6/6/18 Fire believe that this is symptom of a known TOC hardware issue, that has been solved
6/02/2018	08:04:00	Centralcom	Local	Closed	No announcement at any of the stations on turnout (Wellington City, Brooklyn, Newtown) Was able to speak to appliances when they had responded without making any changes to settings, so everything was working fine at Comcen end. All K-Codes etc also worked fine	Was able to speak to appliances when they had responded without making any changes to settings, so everything was working fine at Comcen end. All K-Codes etc also worked fine. DWW 6/6/18 Fire believe that this is symptom of a known TOC hardware issue, that has been solved
6/02/2018	19:43:00	Centralcom	Local	Closed	No tones or voice for Avalon station on turnout	Known hardware issue at the station, has now been resolved
10/02/2018	16:40:00	Northcom	National	Closed	Selcal failure nationwide on turnout	Services restarted.
11/02/2018	16:20:00	Northcom	National	Closed	Selcal failure nationwide on turnout. Turnout failures also	Services Restarted to resolve this issue. Thanks.
13/02/2018	15:47:00	Northcom	Local	Closed	Selcal failure on turnouts, system 'hangs' then comes up with a messages stating selcal error. Subsequent tests used the turnout restart to get the system clear. Stations tested were Hamilton and Te Kauwhata. Both turnouts failed – no turnout system activation at station.	Services restarted and have confirmed the resolution from SCC
15/02/2018	17:52:00	Centralcom	Local	Closed	No tones or pagers activated for turning out JOHN287 on a cover-move. This is part of an ongoing fault.	Job is Paused????? DWW 6/6/18 Fire believe that this is symptom of a known TOC hardware issue, that has been solved
19/02/2018	21:15:00	Centralcom	National	Closed	National Selcal Failure - error from Ad Hoc Selcal Failed to send to SCM	C21270 - changes to the live database caused a Nationwide outage of SCM. Rolled back change and tested SCM as working again. Change has been deferred until issue is resolved.
21/02/2018	10:46:00	Northcom	Local	Closed	Intermittent fault : when using the Adhoc Selcal application we are not always receiving a 'status' result. This does affect/slow down turnout in so much as it can hold up the process as we then have to go to a secondary back up method. Normally it should come back saying either 'Succeeded' or 'Failed'. It often just stays blank. Having phoned Southcomms, they are not aware of this happening and Central Comms said it had happened in the past but appears to be fine now.	"Haven't received any further incidents for this fault. If the fault does reoccur, please create a new HEAT incident and reference this HEAT job."

Date	Time	Centre	Local/National	Status	Problem	Notes
28/02/2018	15:17:00	Centralcom	Local	Closed	Newtown Stn Tones And Pa Failed For Job F2492380	FF describes fault as no station bells, no announcement and PA mic not going. Suspect PA fuse, so change this and all goes again. Fault fixed. DWW 6/6/18 Fire believe that this is symptom of a known TOC hardware issue, that has been solved
17/03/2018	06:22:00	Centralcom	Local	Closed	NAPI511 K9 @ Hastings Fire Station – comes up phone method only in the resource alerting box. All Hastings based appliances show normal turn out options. CAD No.F3503940	Have restarted the scm services. no go.  As there is only one station : NAPI511 affected and is only showing the turn out method as phone and all other methods are missing for this station.  It looks like that the latest Call Sign & Pager-Station data was incorrect and has caused the issue.Fire comms to provide updated data to Hexagon with live appliances.
17/03/2018	05:58:00	Centralcom	Local	Closed	Selcal failed on turnout - Adhoc worked - poll for Timaru and Dunedin failed (hourglassed – had to be killed through task manager)	Hexagon have come back to us regarding this fault. They said that this issue appears to be with the data that was supplied to Hexagon by Fire
20/03/2018	07:56:00	Southcom	Local	Closed	When turning out F2508275 wellington fire station showed as failing on turn out in ICAD, but on question appliance everything on station worked fine. Turnout was at 1730 22/03	Restarted SCM+KCODE services. Called SCC supervisor to confirm of the issue was resolved. No go. Found there were RPC errors being generated for the 22005 server. Restarted the Services again. The issue was resolved this time.
22/03/2018	17:30:00	Centralcom	Local	Closed	SELCAL failure on turnout, ADHOC intermittent fail	Turnout issues was caused due to the card timer polling the log ran out and showed as failed before the turnout was sent to the station, turnout just took long as per logs attached. Assume this was due to the selcall pager testing.
23/03/2018	05:30:00	Northcom	Local	Open	Tried to use selcal and it hangs and comes up not responding. A failed turnout in northcomms and unable to poll appliances on Adhoc Selcal	incident not found
23/03/2018	13:30:00	Centralcom	National	Closed	Selcal failed on turnout - Adhoc worked - poll for Timaru and Dunedin failed (hourglassed – had to be killed through task manager)	SCM restarted on 9(2)(c) servers.
30/03/2018	07:56:00	Southcom	Local	Closed	When turning out Selcal is taking up to 30 seconds to go through – significant delay. It is working eventually	Not Selcall related??? Job reads: Technician has not arrived at agreed time for #3777. No attachment. For Region 3.
				Open	Selcal fails and all polling is failing, backup salcom also failed, we are experiencing radion (IPICs issues as well) It appears to be restricted to region 4 as region 5 working as per normal	
2/04/2018	08:00:00	Southcom	Local	Closed	Selcal on Turnout not working in all centres F2531499	Reset SCM. Issue resolved
8/04/2018	04:39:00	Southcom	Local	Closed	SARAC froze while turning out event F2531998	Issue was not with Hexagon or IPICS, was a Nokia IU2 card fault and addressed by District Services - was related to initial Heat Call 1005236 - Otago call failing. Card was replaced at 19:35 and Southcomms (both Fire and Police) were back on fully functioning primary channels (with VTGs) at 20:30

Date	Time	Centre	Local/National	Status	Problem	Notes
25/04/2018	05:00:00	Southcom	National	Closed	Turnout failed to Ngaruawhia F2541598 ; Turnout failed to Kawerau F2541602	Restarted Socket connection manager on servers
25/04/2018	23:54:00	Southcom	Local	Closed	Station and resource alerting crashing. When trying to turn out appliances SARAS freezes. Having to use adhoc selcall to alert appliances for both jobs. Happened for F2541610 and F2541600	Checked with current user of terminal. No other turn out issues noticed. Check with current shift supervisor for any other turnout failures or delays. None noted. From logs was able to see that 2 unrelated Units WANG711 and WANG714 acknowledge to this event causing conflict and timeout.
				Open	Turnout and selcal failure. Also not receiving acknowledgements back when using back up selcal	
11/05/2018	03:25:00	Northcom	Local	Closed	turnout failure .... turnout box left hanging on all positions	SCM services restarted.
11/05/2018	05:28:00	Southcom	Local	Closed	turnout failure .... turnout box left hanging on all positions	related to heat #1030933
11/05/2018	19:30:00	Northcom	Local	Closed	While turning out event F2548585 at 03:28 23/05/18, the station and resource alerting console froze while attempting to send selcal. The pager message sent successfully. The crew being turned out confirmed that their pagers did work, but station turnout system did not. NorthCom also reporting similar failures.	Duplicate Heat job number
14/05/2018	03:22:00	Southcom	National	Closed	National failure of SELCAL and ADHOC SELCAL	Restarted the services and tested.
15/05/2018	03:11:00	Southcom	National	Closed	National Selcal Failure	May be related to Heat#1044792 - term server disconnects
23/05/2018	03:28:00	Southcom	National	Closed	2657 - SARAC Freeze F2548585 While turning out event F2548585 at 03:28 23/05/18, the station and resource alerting console froze while attempting to send selcal. The pager message sent successfully. The crew being turned out confirmed that their pagers did work, but station turnout system did not. NorthCom also reporting similar failures.	Have restarted the SCM+KCODE services to resolve the turn out issue.
25/05/2018	03:22:00	Northcom	National	Closed	Nationwide SelCal Failure @ 3:22am	Have restarted the services and am now waiting for user acknowledgment. Thanks
26/05/2018	22:30:00	Northcom	National	Closed	Selcall failure nationwide k code messaging out	Ran SD through restarting SCM on [REDACTED] servers. KCode still faulting. Remoted in and restarted KCode and spoke to Daniel at NCC to confirm fault has now been resolved.
29/05/2018	14:50:00	Southcom	Local	Open	Terminal server involved in Turnout goes offline around 0300 every day	A southcom terminal going off line at approx 03:09 daily. Maybe related to Heat#1033201. Still under investigation.