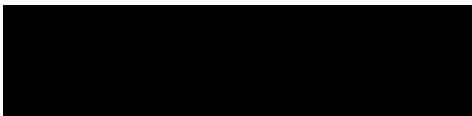




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Fire and Emergency New Zealand
National Headquarters
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13 June 2023



Tēnā koe [REDACTED]

Information Request – 111 calls received 27 January 2023

I refer to your official information request dated 16 May 2023 asking for the information relating to 111 emergency calls involving Fire and Emergency New Zealand Communication Centres, on 27 January 2023. On this date, the North Island of New Zealand experienced a severe weather event.

In accordance with the provisions of the Official Information Act 1982 (OIA), responses to each of your questions are as follows.

- 1. How many calls did Fire and Emergency New Zealand Communicators receive, and how many calls were answered on the 27th of January 2023 at the three communication centres around the country?**
- 2. How many of those calls (in 1.) were answered with speech (i.e caller was still on the line and able to speak to the FENZ communicator)?**

On 27 January 2023, Fire and Emergency New Zealand records can offer the following:

- 5989 emergency and non-emergency calls were offered in total across the three communication centres around the country. By 'offered', this means the calls were presented to Fire and Emergency within our telephony system, which sits there waiting to be answered.
- Of the 5989 calls offered, 2769 calls were answered and spoken to by a Fire and Emergency communicator.

- 3. How many of those calls (in 1.) were answered with no speech (caller had hung up or unable to speak)?**
- 4. How many calls received by Fire and Emergency New Zealand Communicators were discarded with no action taken (i.e no speech calls that were not followed up and called back) on the 27th of January 2023 at the three communication centres?**

Of the 5989 calls referred to in question 1, 2760 emergency calls and 429 non-emergency calls were abandoned, which means callers disconnected the call before a communicator was able to answer.

Please note we do not log calls answered however the caller does not speak. Consequently, this aspect of your request is refused under section 18(e) of the OIA, as the information does not exist.

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 or freephone 0800 802 602.

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

Nāku noa nā



Julia McCook-Weir
Manager, Information Requests

