



23 August 2019

Siqi Liu
fyi-request-10976-b384684f@requests.fyi.org.nz

REF: IR-01-19-22493

Dear Siqi

I refer to your request dated 13 August 2019 in which you requested information about 111 call volumes and event types. More specifically, you requested:

- 1. I would like to request the statistics for 111 call volumes across different regions in New Zealand 2016-2018.*
- 2. I would also like to be included in the statistics the nature of the crime reported (e.g. breaking-in, domestic incidence, assaults etc).*

On 21 August 2019, I contacted you and advised we are unable to break down 111 calls into regions. I stated we could instead provide the total number of 111 calls received across New Zealand. You then agreed to amend your request to:

Data tables for 2016, 2017 and 2018 calendar years which break down by Police District the total number of recorded priority 1 and 2 events that Communication Centres received.

Are those priority 1 and 2 events coded by any chance? e.g. break-in, homicides, traffic etc. I am specifically looking at the link between family violence and sporting outcome so it would be wonderful if the calls were coded by the nature of the crime/s reported.

Your amended request has been considered in accordance with the Official Information Act 1982.

Please find below the total number of emergency 111 calls that Police Communications Centres answered across New Zealand in 2016 to 2018.

Year	2016	2017	2018
111 Calls Answered	867,724	878,879	893,902

Please find attached data tables for the 2016 to 2018 calendar years which break down the total number of recorded priority 1 and 2 events that Communications Centres received by Police district and event code.

Police National Headquarters

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For context, priority 1 events are the highest priority events. Police aim to be in attendance at these events within 10 minutes. Priority 2 events are the second highest priority events. Police aim to be in attendance at these events within 30 minutes.

I trust this response satisfies your request.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'M Coulter'.

Inspector Michael Coulter
A/National Operations Manager
Communications Centres