

From: [RYAN, Kelly](#)
To: [Travers, Gavin](#)
Subject: Re: [EXTERNAL] IN CONFIDENCE: Firefighter and Comcen staff industrial action.
Date: Monday, 15 August 2022 7:42:53 am
Attachments: [image001.png](#)
[image001.png](#)

Appreciate the update Gavin
Thanks

Kind regards,
Superintendent Kelly Ryan
Director: Emergency Communication Centre
NZ Police.

On 15/08/2022, at 6:49 AM, Travers, Gavin
<~~XXXX~~> wrote:

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IN CONFIDENCE

Good Morning Kelly & Olive,

I know you are aware of the planned industrial action on Friday 19 and Friday 26 Aug at 1100-1200. Firefighters and Communications Centre staff will walk off the job for the 1 hour duration which is designed to place a strain on the organisation and highlight the union position on a numbers of claims. 9(2)(g)(i)

The impacts are reasonably obvious and while I focus on the mitigations for the ComCen, there will be some challenges that impact our partner agencies like yourselves. Paid Firefighters will not respond to any calls in any location during the 1 hour stoppage.

[REDACTED] so ask you don't share any further than you must.

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]



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From: [Travers, Gavin](#)
To: [Turner, Paul](#); [Nally, Brendan](#)
Subject: FW: "Call to arms" for FENZ
Date: Wednesday, 17 August 2022 2:17:00 pm
Attachments: [image001.png](#)
Importance: High

Kia ora Paul & Brendan,

Here is a copy of the official request I sent to NZ Police yesterday seeking their support with answering our 111 emergency calls on Friday 26 Aug during the industrial action. Our plan relies on the ComCen Leadership Team availability but that comes with some risk should illness or family emergencies occur. To provide some support and therefore assurance for FENZ in realising an adequate level of service delivery, NZ Police are looking positively at this request. To provide a level of Senior Executive visibility or endorsement it has been recommended that Kerry write to Deputy Commissioner Tania Kura xxxxx.xxxx@xxxxxx.xxxx.xx with this request.

To emphasise the risk [REDACTED] jeopardising our ability to manage and is what prompted my outreach to Kelly Ryan. For clarity our request to NZ Police is to call-take only and send the job to us to mobilise and coordinate resources.

Would you please escalate this request as soon as possible. Should you need further information please let me know?

Regards

Gavin Travers
National Manager Communication Centres
Region Te Hiku Headquarters, 2 Poynton Terrace, Newton, Auckland
PO Box 68-444, Wellesley Street, Auckland 1141 ph [REDACTED]

From: Travers, Gavin
Sent: Tuesday, 16 August 2022 4:37 PM
To: RYAN, Kelly <xxxxx.xxxx@xxxxxx.xxxx.xx>; HIGGIE, Michael (Mike) <xxxxxxx.xxxxxx@xxxxxx.xxxx.xx>
Subject: "Call to arms" for FENZ

Kia ora Kelly & Mike,

Further to my email to you Kelly outlining the pending industrial action within the FENZ workforce and the mitigations we have in place there is a "pinch point" on Friday 26 Aug. The ComCen Leadership team are geared up for covering the three centres for the two one hour stoppages on Friday 19 and 26 Aug between 1100 and 1200hrs. The Leadership team will be down 3 members on Friday 26 Aug leaving us in a dire situation for the second strike. Our reporting shows low incident numbers between 1100 and 12 noon on Fridays for the last 12 months. The totals are on average 13, being as low as 8 and as high as 30 for that hour.

I am formally asking for NZ Police Emergency Centre support in answering FENZ 111 calls during the one hour strike action period on 26 Aug 2022.

We have very limited options to train willing people in time for the second stoppage. This request would be the most effective way to manage the strike action given the short duration and low incident numbers. I have not approached Spark to assist us in diverting calls for the one hour period until I could approach you seeking your support.

I welcome your feedback and any options or issues you might have before any formal answer.

Kind Regards

Nga mihi,

Gavin Travers | MNZFBI, Dip FLM L5, Grad Cert (App Mgmt)
National Manager Communication Centres - Kaiwhakahaere Pokapu Whakawhiti Korero a-Motu
Region Te Hiku Headquarters, 2 Poynton Terrace, Newton, Auckland
PO Box 68-444, Wellesley Street, Auckland 1141

   +   www.fireandemergency.nz



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From: [KURA, Tania](#)
To: [Nally, Brendan](#)
Cc: [Travers, Gavin](#); [Turner, Paul](#); [Gray, Becs](#); [PENNY, Tusha](#); [RYAN, Kelly](#)
Subject: RE: [EXTERNAL] Industrial Action FENZ
Date: Thursday, 18 August 2022 11:30:25 am
Attachments: [~WRD0000.jpg](#)
[image001.png](#)
[image002.png](#)

Kia ora Brendan

Absolutely we will support you.

Please stay connected with Kelly Ryan and feel free to reach out at any stage.

Nga mihi Tania

From: Nally, Brendan <xxxxxxx.xxxxx@xxxxxxxxxxxxxxxxxx>
Sent: Thursday, 18 August 2022 8:33 AM
To: KURA, Tania <xxxxx.xxxx@xxxxxx.xxxx.xx>
Cc: Travers, Gavin <xxxxx.xxxxxx@xxxxxxxxxxxxxxxxxx>; Paul Turner <xxxx.xxxxxx@xxxxxxxxxxxxxxxxxx>; Gray, Becs <Becs.Gray@fireandemergency.nz>
Subject: [EXTERNAL] Industrial Action FENZ
Importance: High

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Kia ora Tania

I write to you with the purpose of outlining the pending industrial action within the FENZ workforce and with a request. We have Industrial Action mitigations in place however there is a "pinch point" on Friday 26 Aug. The FENZ ComCen Leadership team are geared up for covering the three centres for the two one hour stoppages on Friday 19 and 26 Aug between 1100 and 1200hrs. The Leadership team will be down 3 members on Friday 26 Aug leaving us in a dire situation for the second strike. Our reporting shows low incident numbers between 1100 and 12 noon on Fridays for the last 12 months. The totals are on average 13, being as low as 8 and as high as 30 for that hour.

I am formally asking for NZ Police Emergency Centre support in answering FENZ 111 calls during the one hour strike action period on 26 Aug 2022.

We have very limited options to train willing people in time for the second stoppage. This request would be the most effective way to manage the strike action given the short duration and low incident numbers. We have not approached Spark to assist us in diverting calls for the one hour period until I have approached you seeking your support.

I welcome your feedback and any options or issues you might have before any formal answer.

Please note that FENZ Comcen manager Gavin TRAVERS has been in regular contact with his equivalents in NZ Police, Kelly RYAN and Mike HIGGIE, on this matter and it is as a result of those communications that I am writing to you.

Nga mihi

Brendan Nally (he/him)

Tangata Te Tiriti

M.Emerg.Mgt, G.Cert. Apl.Mgmt, GFireE

Deputy National Commander, Service Delivery

Fire and Emergency New Zealand

Whakaratonga Iwi

Mobile: [REDACTED]

Phone: [REDACTED]

Email: [.@.](#)

National Headquarters, Level 12, 80 The Terrace, PO Box 2133, Wellington, 6140



www.fireandemergency.nz



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From: [Travers, Gavin](#)
To: [REDACTED]; [REDACTED]
Cc: [RYAN, Kelly](#); [HIGGIE, Michael \(Mike\)](#); [Richards, Mark \(Comcen\)](#)
Subject: Fire and Emergency request for 111 diversion 26 Aug 2022 100-1200 hrs.
Date: Friday, 19 August 2022 4:21:22 pm
Attachments: [image001.png](#)
Importance: High

Kia ora [REDACTED]

Fire and Emergency NZ are managing our way through industrial action. The Firefighter union which our Communication Centre workforce are part of have issued strike notice. Today at 1100 hrs was the first of four walk outs, each one scheduled for a Friday at 1100 hrs for a one hour duration.

FENZ has formally asked NZ Police to support us on Friday 26 Aug 2022 at 1100 hrs. This request was made due to our current mitigations potentially becoming inadequate on this date. NZ Police have very kindly agreed to the support request which was confirmed at the highest levels of both organisations.

I took the liberty to approach [REDACTED] yesterday after receiving the NZ Police confirmation. I asked [REDACTED] what was possible and how much time was needed for the implementation of any agreed process. The conversation was very positive and productive. It was also clear that the new SIP environment is an enabler in terms of this request.

FENZ are requesting Spark to divert all 111 calls intended for FENZ, to NZ Police, for the one hour duration starting 1100 hrs on Friday 26 Aug 2022. Would you please provide feedback on this request as soon as possible. Personally I will be unavailable from tomorrow however Mark Richards who was the FENZ lead for the SIP trunking project will be your point of contact.

Nga mihi,

Gavin Travers | MNZFBI, Dip FLM L5, Grad Cert (App Mgmt)
National Manager Communication Centres - Kaiwhakahaere Pokapu Whakawhiti Korero a-Motu
Region Te Hiku Headquarters, 2 Poynton Terrace, Newton, Auckland
PO Box 68-444, Wellesley Street, Auckland 1141

 + [REDACTED]  [REDACTED]  www.fireandemergency.nz



From: [HIGGIE, Michael \(Mike\)](#)
To: [Travers, Gavin](#)
Subject: Re: [EXTERNAL] Thank you from FENZ
Date: Saturday, 20 August 2022 12:51:53 pm
Attachments: [image001.png](#)
[image001.png](#)

Nice thanks Gavin really appreciated and we are all good to go next week pretty much.

I'll draft one of those informers like I did for the mask wearing and make sure you are happy with the content before I send it out.

Mike

Sent from my iPhone

On 20/08/2022, at 12:30 PM, Travers, Gavin
<xxxxxx.xxxxxxx@xxxxxxxxxxxxxxxxxx> wrote:

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Dear Tusha,

Fire and Emergency NZ Communication Centre Leadership Team, would like to extend our gratitude to NZ Police. As you are aware we experienced our first staff work out as part of the ongoing negotiations with the Firefighters union which our Comcen staff are also part of. While the walk out was only for an hour and we managed admirably we all recognised the engagement from your people in all three Emergency Centres. Our debrief recognised people in all centres who came over to us checking if we needed anything and on occasion shared a little humour.

The support from your team was appreciated and demonstrated the compassion and professional engagement between agencies.

Nga mihi,

Gavin Travers | MNZFBI, Dip FLM L5, Grad Cert (App Mgmt)
National Manager Communication Centres - Kaiwhakahaere Pokapu Whakawhiti Korero a-Motu
Region Te Hiku Headquarters, 2 Poynton Terrace, Newton, Auckland
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From: [PENNY, Tusha](#)
To: [Travers, Gavin](#)
Cc: [RYAN, Kelly](#); [HIGGIE, Michael \(Mike\)](#)
Subject: Re: [EXTERNAL] Thank you from FENZ
Date: Saturday, 20 August 2022 12:42:57 pm
Attachments: [image001.png](#)
[image001.png](#)

Kia Ora Gavin - Thank you for your email and acknowledgment of the support offered from our Emergency Centres. I appreciate the way Kelly leads our people in the three centres and know that she is cognisant of being a great partner to FENZ.

Times can be hard when dealing with these issues and looking after the welfare and interests of both staff and the community. I hope your leadership team are also ok and please let us know if there is anything at all we can do to help.

Take care.

Kind regards

Tusha
Assistant Commissioner
Frontline Capability

Sent from my iPhone

On 20/08/2022, at 12:30 PM, Travers, Gavin
<~~XXXX~~> wrote:

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Dear Tusha,

Fire and Emergency NZ Communication Centre Leadership Team, would like to extend our gratitude to NZ Police. As you are aware we experienced our first staff work out as part of the ongoing negotiations with the Firefighters union which our Comcen staff are also part of. While the walk out was only for an hour and we managed admirably we all recognised the engagement from your people in all three Emergency Centres. Our debrief recognised people in all centres who came over to us checking if we needed anything and on occasion shared a little humour.

The support from your team was appreciated and demonstrated the compassion and professional engagement between agencies.

Nga mihi,



Notes for Police Communicators taking FENZ 111 calls on Friday, 26 August 2022.

Underlying Principles

- Before transferring a Fire call to Police, the Spark ICAP operator will read a script advising the Caller the Police are taking Fire calls and not to be surprised when the Police Communicator answers the phone with "This is the Police. Where is your emergency?"
- All Fire calls will present to the Police Communicators in MiCCE as normal as "NCC 111", "CCC 111", or "SCC 111" as if they were a Police call. It is not possible to present them as a Fire 111 call at this time.
- Where possible, Police Communicators will process the call using the "Six Steps" and "TENR" workflows. Specific incident event types below will require additional questions.
- Headlines should give a brief description of what is happening.
- Basic information – i.e. "Where is it?" and "what is it?" is the minimum needed for most events.
- When a Police Dispatcher receives the event from the communicator, the standard workflow will be followed to copy the event to Fire. The Fire ComCen Leadership Team dispatching will follow their standard workflow to update the event to a Fire event type and dispatch as required.
- If the incident is one that Police would not normally respond to (i.e. a Structure Fire, car fire, cat up a tree etc.), there is no requirement to dispatch a Police resource.

Specific Events (Alphabetical)

Aircraft Emergencies

- Nature of emergency (crash, full emergency, local standby)
- Location/Runway
- Aircraft Type
- Estimate Time of Arrival (ETA)
- Nature of Problem
- Persons on Board (POB)
- Fuel on Board
- Dangerous Goods on Board
- Operating Company

HAZMAT Incidents

- What is the name of the chemical?
- Is it a solid, a liquid or a gas?
- Is anyone injured or affected by fumes?
- How much has spilt/leaked?
- What caused the spill/leak?
- What is the nature of the location? (house, factory, mall etc.)
- What actions have already been carried out? (spill kit, evacuation etc.)
- What is the UN or CAS number?



Ship Fires

- Are you a member of the ship's crew, other staff (e.g. port worker) or a passer-by?
- Is the ship docked, in harbour or at sea?
- Where in/on the ship is the fire located?
- What is the ship's cargo?

Structure Fire (i.e. house, building, etc.)

- What is on fire?
- Is there any sign of smoke or fire?
- Where is the fire?
- Is everyone out of the building? (If not, tell everyone to get outside)
- Is anyone injured?

Vegetation Fires

- Are you the property owner or a passer-by?
- What kind of vegetation is on fire?
- How big is the fire? (Consider having them compare it to a rugby field)
- How high are the flames?
- Is the fire spreading?
- Is it threatening any structure?
- Where on the property is the fire located?
- What is the best access to the fire from the road?
- [If the fire is not at the roadside] Can you have someone meet the brigade to direct them to the fire?
- What are the weather conditions?
- What is the name of the property and/or the property owner's name?

Vehicle Fires

- Where is the vehicle located? (garage, carport, driveway, street etc.)
- [Caller's car] What's happened / Why is it on fire? (suspicious or mechanical etc.)
- [Not Caller's car] What is the registration?
- [Not Caller's car] Description of the vehicle? (colour, make, model etc.)
- Did you see anyone or anything suspicious? (also ask Police questions)
- [Commercial vehicle] Is the vehicle carrying any dangerous goods?

111 Calls for Trial Evacuations


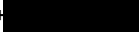

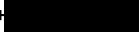

A trial evacuation is a requirement for business premises to test their evacuation procedures when the fire alarm sounds periodically. Sometimes, part of the procedures will be for a member of staff to call 111.

Callers may identify that their call relates to a trial evacuation or may call it a fire drill or another description indicating that the call is for a trial evacuation.

If the call is identified as "trial evacuation", ask

1. "Is there any sign of smoke or fire?"
 2. "Is everyone evacuating?"
- If yes to Question 1, process as a Structure Fire
 - If no to question 1 and yes to question 2, state: "Continue with your evacuation procedure."

Gavin Travers | MNZFBI, Dip FLM L5, Grad Cert (App Mgmt)
National Manager Communication Centres - Kaiwhakahaere Pokapu Whakawhiti Korero a-Motu
Region Te Hiku Headquarters, 2 Poynton Terrace, Newton, Auckland
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From: [Richards, Mark \(Comcen\)](#)
To: [HIGGIE, Michael \(Mike\)](#)
Cc: [Comcen Leadership Team](#)
Subject: Notes for Police Communicators taking FENZ 111 calls on Friday.docx
Date: Wednesday, 24 August 2022 2:31:00 pm
Attachments: [Notes for Police Communicators taking FENZ 111 calls on Friday.docx](#)
[image001.png](#)
[image002.jpg](#)
Importance: High

Hi Mike

As discussed yesterday on the phone, here's some information for your Communicators who will be assisting take calls on Friday.

I have run the stats, and the average call volume for the past three months is 31 111 calls between 11:00 and 12:00 on Fridays.

Please let me know if you have any questions.

Nga mihi

Mark Richards ([he/him*](#))
Communications Centre Manager (Kaiwhakahaere Pokapu Whakawhiti Korero)
Southern Communications Centre
Level 3 – Justice and Emergency Services Precinct
40 Lichfield Street, Christchurch City 8011

P: [REDACTED]
M: [REDACTED]
mark.richards2@fireandemergency.nz
www.fireandemergency.nz

*Find out more information about how sharing pronouns can help to create a sense of belonging and respect [here](#)

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From: [Richards, Mark \(Comcen\)](#)
To: [Comcen Leadership Team](#)
Subject: Notes for Police Communicators taking FENZ 111 calls on Friday.docx
Date: Wednesday, 24 August 2022 12:47:00 pm
Attachments: [Notes for Police Communicators taking FENZ 111 calls on Friday.docx](#)
[image001.png](#)
[image002.jpg](#)

Please provide feedback before 1400 so that I can get this to Mike Higgle?

Thanks
Mark

Mark Richards ([he/him](#))
Communications Centre Manager (Kaiwhakahaere Pokapu Whakawhiti Korero)
Southern Communications Centre
Level 3 – Justice and Emergency Services Precinct
40 Lichfield Street, Christchurch City 8011

P: [REDACTED]
M: [REDACTED]
mark.richards2@fireandemergency.nz
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From: [DAVIES, Tony](#)
To: [Richards, Mark \(Comcen\)](#); [Nic Wilson](#); [Amanda Thomson](#); [HIGGIE, Michael \(Mike\)](#)
Cc: [RYAN, Kelly](#); [Eric Steinmark](#); [Simon Brodie](#)
Subject: RE: [EXTERNAL] RE: Fire and Emergency request for 111 diversion 26 Aug 2022 1100-1200 hrs.
Date: Wednesday, 24 August 2022 8:45:35 am
Attachments: [image002.jpg](#)
[image003.png](#)
[image005.jpg](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.jpg](#)

Thanks for the heads up Mark, I've advised the wider team.

Nga Mihi

Tony Davies

SMC Senior Infrastructure Engineer: Telephony

New Zealand Police | Information & Communications Technology Service Centre

 + [REDACTED] Ext: [REDACTED] |  [REDACTED] |  xxxx.xxxxxx@xxxxxx.xxxx.xx



From: RICHARDS, Mark <xxxx.xxxxxxxx@xxxxxxxxxxxxxxxx.xx>

Sent: Tuesday, 23 August 2022 4:25 PM

To: [REDACTED]@spark.co.nz; [REDACTED]@spark.co.nz;

HIGGIE, Michael (Mike) <xxxxxxx.xxxxxx@xxxxxx.xxxx.xx>; DAVIES, Tony

<xxxx.xxxxxx@xxxxxx.xxxx.xx>

Cc: RYAN, Kelly <xxxxx.xxxx@xxxxxx.xxxx.xx>; [REDACTED]@spark.co.nz;

[REDACTED]@spark.co.nz

Subject: RE: [EXTERNAL] RE: Fire and Emergency request for 111 diversion 26 Aug 2022 1100-1200 hrs.

Kia ora [REDACTED]

That's excellent info, thank you. That is what Mike and I were anticipating.

I will begin the draft comms plan in the morning.

I appreciate the speedy response.

Nga mihi

Mark

Mark Richards ([he/him*](#))

Communications Centre Manager (Kaiwhakahaere Pokapu Whakawhiti Korero)

Southern Communications Centre

Level 3 – Justice and Emergency Services Precinct
40 Lichfield Street, Christchurch City 8011

P: [REDACTED]
M: [REDACTED]
mark.richards2@fireandemergency.nz
www.fireandemergency.nz

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From: [REDACTED]@spark.co.nz
Sent: Tuesday, 23 August 2022 15:42
To: [REDACTED]@spark.co.nz; Richards, Mark (Comcen)
<Mark.Richards2@fireandemergency.nz>; HIGGIE, Michael (Mike)
<Michael.Higgie@police.govt.nz>; Tony DAVIES <Tony.DAVIES@police.govt.nz>
Cc: RYAN, Kelly <Kelly.Ryan@police.govt.nz>; [REDACTED]@spark.co.nz;
[REDACTED]@spark.co.nz
Subject: RE: [EXTERNAL] RE: Fire and Emergency request for 111 diversion 26 Aug 2022 1100-1200 hrs.

Kia ora Mark,

There has been no engagement with Spark via Police ICT and no alternative destination numbers have been provisioned or supplied. This would be required in order to alter the appearance of calls to Police indicating the calls are meant for Fire. The ICAP itself has no influence on that, only what destination numbers to direct calls to.

Even if the above was prepared for Firday, the ICAP configuration would still need to be tested in the model, and then deployed to and tested in production. This is not a simple change.

Given the short notice of the change, calls will be presented to Police, as Police calls, using the ICAP Agent Screen Configuration only, which we can perform at short notice.

What we are working on is the connection phrasing the ICAP Agents will use to prepare callers requesting Fire to be answered by Police, and remove as much confusion as possible for the 60 minute period.

Nga mihi

[REDACTED] | [REDACTED] – 111 Emergency Operations | Channel TechOps Chapter | Consumer Channels, Spark NZ | P: [REDACTED] Extn: [REDACTED] | M [REDACTED]

From: [REDACTED]@spark.co.nz
Sent: Tuesday, 23 August 2022 3:29 p.m.

To: Richards, Mark (Comcen) <Mark.Richards2@fireandemergency.nz>; HIGGIE, Michael (Mike) <Michael.Higgie@police.govt.nz>; Tony DAVIES <Tony.DAVIES@police.govt.nz>
Cc: RYAN, Kelly <Kelly.Ryan@police.govt.nz>; [REDACTED] <[REDACTED]@spark.co.nz>; [REDACTED] <[REDACTED]@spark.co.nz>; [REDACTED] <[REDACTED]@spark.co.nz>
Subject: RE: [EXTERNAL] RE: Fire and Emergency request for 111 diversion 26 Aug 2022 100-1200 hrs.

Hey [REDACTED]

Can you please advise as below what the process will be that the team will work thru

Thanks
[REDACTED]

From: Richards, Mark (Comcen) <Mark.Richards2@fireandemergency.nz>
Sent: Tuesday, 23 August 2022 3:27 p.m.
To: [REDACTED] <[REDACTED]@spark.co.nz>; HIGGIE, Michael (Mike) <Michael.Higgie@police.govt.nz>; Tony DAVIES <Tony.DAVIES@police.govt.nz>
Cc: RYAN, Kelly <Kelly.Ryan@police.govt.nz>; [REDACTED] <[REDACTED]@spark.co.nz>; [REDACTED] <[REDACTED]@spark.co.nz>
Subject: RE: [EXTERNAL] RE: Fire and Emergency request for 111 diversion 26 Aug 2022 100-1200 hrs.

Caution: This email originated outside of Spark's network. Do not open attachments or click links unless you recognize the sender and know the content is safe.

Kia ora [REDACTED] a

So that I can draft some comms to assist [@HIGGIE, Michael \(Mike\)](#) and the Police team, would you please confirm how the calls will present to the Police Communicators? Will they normally appear as Police 111 calls, or will they present as Fire 111 calls?

[@Tony DAVIES](#) – FYI

Nga mihi
Mark

Mark Richards ([he/him](#))
Communications Centre Manager (Kaiwhakahaere Pokapu Whakawhiti Korero)
Southern Communications Centre
Level 3 – Justice and Emergency Services Precinct
40 Lichfield Street, Christchurch City 8011

P: [REDACTED]
M: [REDACTED]
mark.richards2@fireandemergency.nz

www.fireandemergency.nz

*Find out more information about how sharing pronouns can help to create a sense of belonging and respect [here](#)

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From: HIGGIE, Michael (Mike) <xxxxxxx.xxxxxx@xxxxxx.xxxx.xx>

Sent: Tuesday, 23 August 2022 15:05

To: [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>; Travers, Gavin

<xxxxx.xxxxxxx@xxxxxxxxxxxxxxxxxx>; [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>; [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>

Cc: RYAN, Kelly <xxxxx.xxxx@xxxxxx.xxxx.xx>; Richards, Mark (Comcen)

<xxxx.xxxxxxx@xxxxxxxxxxxxxxxxxx>

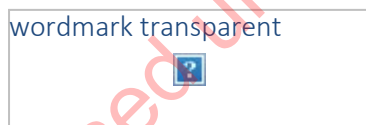
Subject: RE: [EXTERNAL] RE: Fire and Emergency request for 111 diversion 26 Aug 2022 100-1200 hrs.

Thanks [REDACTED] and Gavin,

Mike

Mike Higgie
Inspector
National Operations Manager
Emergency Communications Centres

M [REDACTED]
E xxxxxxx.xxxxxx@xxxxxx.xxxx.xx



From: [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>

Sent: Tuesday, 23 August 2022 7:56 AM

To: Travers, Gavin <xxxxx.xxxxxxx@xxxxxxxxxxxxxxxxxx>; [REDACTED]

[REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>; [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>

Cc: RYAN, Kelly <xxxxx.xxxx@xxxxxx.xxxx.xx>; HIGGIE, Michael (Mike)

<xxxxxxx.xxxxxx@xxxxxx.xxxx.xx>; RICHARDS, Mark <xxxx.xxxxxxx@xxxxxxxxxxxxxxxxxx>

Subject: [EXTERNAL] RE: Fire and Emergency request for 111 diversion 26 Aug 2022 100-1200 hrs.

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Morning all

Thanks Gavin. Happy to help at our end. [REDACTED] and his team (Site Partner support supervisors) are working thru a process for how we will action the calls and we will then relay this to all.

Thanks

From: Travers, Gavin <xxxxx.xxxxxx@xxxxxxxxxxxxxxxxxx>
Sent: Friday, 19 August 2022 4:21 p.m.
To: [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>; [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>
Cc: RYAN, Kelly <xxxxx.xxxx@xxxxxx.xxxx.x>; HIGGIE, Michael (Mike) <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>; Richards, Mark (Comcen) <xxxx.xxxxxxxxx@xxxxxxxxxxxxxxxxxx>
Subject: Fire and Emergency request for 111 diversion 26 Aug 2022 100-1200 hrs.
Importance: High

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Kia ora [REDACTED]

Fire and Emergency NZ are managing our way through industrial action. The Firefighter union which our Communication Centre workforce are part of have issued strike notice. Today at 1100 hrs was the first of four walk outs, each one scheduled for a Friday at 1100 hrs for a one hour duration.

FENZ has formally asked NZ Police to support us on Friday 26 Aug 2022 at 1100 hrs. This request was made due to our current mitigations potentially becoming inadequate on this date. NZ Police have very kindly agreed to the support request which was confirmed at the highest levels of both organisations.

I took the liberty to approach [REDACTED] yesterday after receiving the NZ Police confirmation. I asked [REDACTED] what was possible and how much time was needed for the implementation of any agreed process. The conversation was very positive and productive. It was also clear that the new SIP environment is an enabler in terms of this request.

FENZ are requesting Spark to divert all 111 calls intended for FENZ, to NZ Police, for the one hour duration starting 1100 hrs on Friday 26 Aug 2022. Would you please provide feedback on this request as soon as possible. Personally I will be unavailable from tomorrow however Mark Richards who was the FENZ lead for the SIP trunking project will be your point of contact.

Nga mihi,

Gavin Travers | MNZFBI, Dip FLM L5, Grad Cert (App Mgmt)
National Manager Communication Centres - Kaiwhakahaere Pokapu Whakawhiti Korero a-Motu
Region Te Hiku Headquarters, 2 Poynton Terrace, Newton, Auckland
PO Box 68-444, Wellesley Street, Auckland 1141



www.fireandemergency.nz



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From: [Richards, Mark \(Comcen\)](#)
To: [Comcen Leadership Team](#)
Subject: FW: ECC Informer: Professional Firefighters Strike 26 August 1100 – 1200hrs, NZ Police to answer FENZ 111 Calls | IN CONFIDENCE
Date: Thursday, 25 August 2022 7:29:36 pm
Attachments: [image001.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[Firefighters Strike 25 August 2022.pdf](#)
[FENZ 111 calls - Guide for Police Communicators.docx](#)
[image008.png](#)
[image009.jpg](#)
[image002.png](#)
[image003.png](#)

Team

The final version sent by Police just now.

I have invited Mike to the 1300 debrief.

Mark

Mark Richards ([he/him](#))
Communications Centre Manager (Kaiwhakahaere Pokapu Whakawhiti Korero)
Southern Communications Centre
Level 3 – Justice and Emergency Services Precinct
40 Lichfield Street, Christchurch City 8011

P [REDACTED]
M: [REDACTED]
[www.fireandemergency.nz](#)

*Find out more information about how sharing pronouns can help to create a sense of belonging and respect [here](#)

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Values



From: HIGGIE, Michael (Mike) <[x@xxx](#)>
Sent: Thursday, 25 August 2022 19:19
To: [REDACTED] <[x@xxx](#)>; WESTON, Alan <[x@xxx](#)>; MILLER,
Brenda <[x@xxx](#)>; WHITE, Amber <[x@xxx](#)>; Southern Comms
<[x@xxx](#)>; Central Comms <[x@xxx](#)>; Northern Comms
<[x@xxx](#)>
Cc: RYAN, Kelly <[x@xxx](#)>; HARRIS, Ian <[x@xxx](#)>; ANAMANI, Nicola
<[x@xxx](#)>; STOBIE, Amber <[x@xxx](#)>; KORTEGAST, Kieren (Kieren
(KK)) <[x@xxx](#)>; Richards, Mark (Comcen) <[x@xxx](#)>
Travers, Gavin <[x@xxx](#)>
Subject: ECC Informer: Professional Firefighters Strike 26 August 1100 – 1200hrs, NZ Police to answer FENZ 111 Calls | IN CONFIDENCE

Good evening Daily Planner,

Are you able to please forward this out to all staff that will be working tomorrow between 1100 – 1200hrs. I know they won't get it until they start.

Just remove these few sentences, but leave my signature on it.

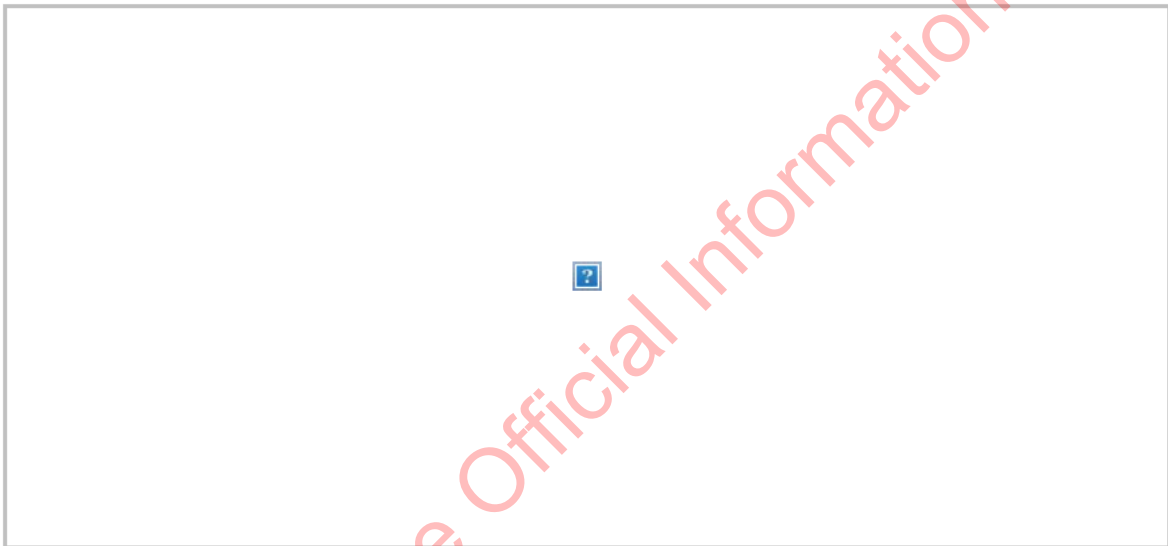
Really appreciated, thanks,

Centre Ops Managers, please print the Guide in A3 and place onto Communicators desks for tomorrow morning.

Centre Early Shift Supervisors and Shift Commanders, please brief your teams at line-up and as able on the informer and the associated guide.

Thanks everyone,

Mike



25 August 2022

***Professional Firefighters Strike 26 August 1100 – 1200hrs,
NZ Police to answer FENZ 111 Calls***

Kia ora,

AUDIENCE: Communicators, Dispatchers, Supervisors, Shift Commanders, Operations Managers

EFFECTIVE: 1100hrs – 1200hrs, 26 August 2022

What's happening?

Between 1100hrs and 1200hrs on Friday the 26th of August 2022, FENZ staff will be undertake industrial strike action. This includes FENZ Communication Centre staff.

During this time FENZ Communication Centre Management teams will dispatch their units, but they will not have the capacity to answer any Fire 111 calls.

NZ Police have agreed to a request from FENZ to answer all FENZ 111 calls during this timeframe.

Approximately 30 Fire calls are forecast to occur in that timeframe.

What does this mean for me?

Communicators

Before transferring a Fire call to Police, the Spark ICAP operator will notify the caller that Police are answering Fire calls and not to be surprised when a Police Communicator answers the call. (This may not occur if we are in a cold transfer mode.)

All Fire calls will present in MiCCE as a normal 111 call. (*It is not possible to present them as a Fire 111 call.*)

Communicators will answer all 111 calls with the standard police emergency greeting.

Fire 111 events will be coded as a **P1 1F** (unless it is a 1V or similar event police usually respond to, where the event will be coded as per our SOPs).

Fire calls will be handled using the "Six Steps" as relevant and any additional questions will be asked as outlined in the **FENZ 111 Calls** guide that will be printed on your desk.

Your supervisors and the Centre Operations Manager will be available for any assistance and to liaise directly with FENZ Management.

Dispatchers

When you receive a **1F** Fire event the standard workflow (INTERCAD) should be followed to copy the event to Fire.

The Fire ComCen Management Team will dispatch events following their standard workflow.

If the incident is one that Police would not normally respond to (e.g. a Structure Fire, car fire, cat up a tree etc.), there is no requirement to dispatch a Police resource.

Police staff in the field may notice these 1F Fire events and ask you about them. Advise there is no requirement to attend unless there is a request from fire to co-respond.

The DCC's and NCCC will be reminded of this situation at the 0900hrs Command Centres Hui by the ECC representatives at that meeting and asked to notify their staff in the field.

Supervisors:

1F Fire events can be sent for cancellation once they are no longer required as a police event.

Questions

Q: What if someone has called to say a house is on fire?

A: Code the event as a **P1 1F** and follow the relevant "Six Steps" (Steps 1, 2 and 6) and the guide to "Structure Fires" in the **FENZ 111 Calls** guide on your desk.

Q: as a dispatcher, if a P1 1F fire event comes onto my dispatch node what do I do?

A: Copy the event across to fire ASAP.

Q: What if someone has called to say there has been a car crash?

A: Follow the relevant "Six Steps" process as we would for any 1V and the dispatcher will copy the relevant agencies (Ambulance and FENZ) into the event as normal.



M + [redacted]
E [redacted]

wordmark transparent

=====

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FENZ 111 calls

All FENZ 111 calls entered by Police are to be coded 1F (unless they are events we usually co – respond to currently, such as 1V's etc)

<p>Structure Fire (i.e. house, building, etc.)/Fire Alarm Sounding</p> <ul style="list-style-type: none"> • What is on fire? • Is there any sign of smoke or fire? • Where is the fire? • Is everyone out of the building? (If not, tell everyone to get outside) • Is anyone injured? 	<p>HAZMAT (Hazardous Material Incidents)</p> <ul style="list-style-type: none"> • What is the name of the chemical? • Is it a solid, a liquid or a gas? • Is anyone injured or affected by fumes? • How much has spilt/leaked? • What caused the spill/leak? • What is the nature of the location? (house, factory, mall etc.) • What actions have already been carried out? (spill kit, evacuation etc.) • What is the UN or CAS number?
<p>Vegetation Fires</p> <ul style="list-style-type: none"> • What is the name of the property and/or the property owner's name? • Are you the property owner or a passer-by? • What kind of vegetation is on fire? • How big is the fire? (Consider having them compare it to a rugby field) • How high are the flames? • Is the fire spreading? • Is it threatening any structure? • Where on the property is the fire located? • What is the best way to access the fire from the road? • [If the fire is not at the roadside] Can you have someone meet the brigade to direct them to the fire? • What are the weather conditions? 	<p>Aircraft Emergencies</p> <ul style="list-style-type: none"> • Nature of emergency (crash, full emergency, local standby) • Location/Runway • Aircraft Type • Estimate Time of Arrival (ETA) • Nature of Problem • Persons on Board (POB) • Fuel on Board • Dangerous Goods on Board • Operating Company and Flight No. (if applicable)
<p>Vehicle Fires</p> <ul style="list-style-type: none"> • Where is the vehicle located? (garage, carport, driveway, street etc.) • [Caller's car] What's happened / Why is it on fire? (suspicious or mechanical etc.) • What is the registration? • Description of the vehicle? (colour, make, model etc.) • Did you see anyone or anything suspicious? (also ask Police questions) • [Commercial vehicle] Is the vehicle carrying any dangerous goods? 	<p>Ship Fires</p> <ul style="list-style-type: none"> • Are you a member of the ship's crew, other staff (e.g. port worker) or a passer-by? • Is the ship docked, in harbour or at sea? • Where in/on the ship is the fire located? • What is the ship's cargo?

111 Calls for Trial Evacuations / Fire Drills

A trial evacuation is a requirement for business premises to test their evacuation procedures when the fire alarm sounds periodically. Sometimes, part of the procedures will be for a member of staff to call 111.

Callers may identify that their call relates to a trial evacuation or may call it a fire drill or another description indicating that the call is for a trial evacuation.

If the call is identified as "trial evacuation", ask

1. "Is there any sign of smoke or fire?"
 - If yes to Question 1, code and process as a Structure Fire **P1 1F**
 - If no to Question 1 code as a **P2 1F** with the headline "**Trial evacuation**" verify location (other six steps not necessary) and tell the caller to "Continue with your evacuation procedure and that the Fire Service will be in touch." End the call
- Dispatch will copy FENZ into the event.

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From: [Richards, Mark \(Comcen\)](#)
To: [HIGGIE, Michael \(Mike\)](#)
Subject: Re: [EXTERNAL] RE: DRAFT for FENZ Strike | IN CONFIDENCE
Date: Thursday, 25 August 2022 7:49:56 pm
Attachments: [image006.png](#)
[image007.jpg](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[image013.png](#)
[image003.png](#)
[image004.png](#)

The hamsters are not running properly.

That's a perfect solution, thanks.

Please excuse the brevity of my message. Sent from my iPhone. Get [Outlook for iOS](#)

From: HIGGIE, Michael (Mike) <x@xx>
Sent: Thursday, August 25, 2022 7:40:54 PM
To: Richards, Mark (Comcen) <x@xx>
Subject: Re: [EXTERNAL] RE: DRAFT for FENZ Strike | IN CONFIDENCE

Weird email just came through now,

The BCP is just a plan between us I will be on the floor at central so if anything happened we can quickly act the most agile way possible depending on what the fault is.

Mike

Sent from my iPhone

On 25/08/2022, at 6:20 PM, RICHARDS, Mark
<xxxx.xxxxxxxxxx@xxxxxxxxxxxxxxxxxx> wrote:

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Thanks for this Mike.

It looks great.

Only one slight change, as I had terrible phone coverage in the locker room as CJESP. For the trial evacuations, the Communicator can end the caller with "Continue with your evacuation procedures". We won't be calling them back as they will have a Trial Evacuation agent monitor their actions and file the reports.

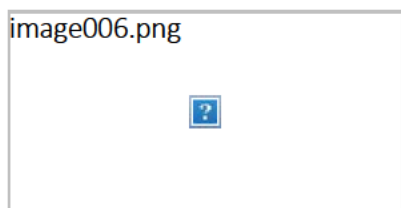
Will the BCP process be sent to the Supervisors or is just so that we had a plan?

Thank you so much for your help.

Would you please include me when you send it out so that I can share it with our leadership team?

I owe you one!

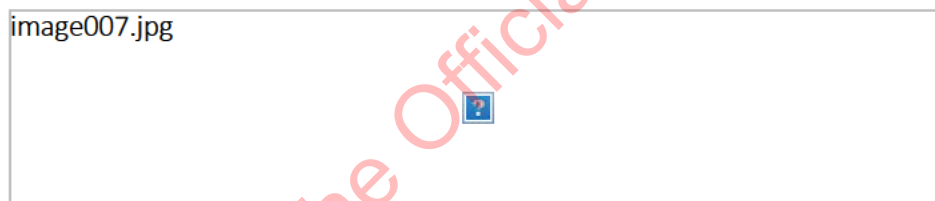
Mark Richards ([he/him*](#))
Communications Centre Manager (Kaiwhakahaere Pokapu Whakawhiti Korero)
Southern Communications Centre
Level 3 – Justice and Emergency Services Precinct
40 Lichfield Street, Christchurch City 8011



P: [REDACTED]
M: [REDACTED]
mark.richards2@fireandemergency.nz
www.fireandemergency.nz

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From: HIGGIE, Michael (Mike) <Michael.Higgie@police.govt.nz>
Sent: Thursday, 25 August 2022 17:59
To: Richards, Mark (Comcen) <Mark.Richards2@fireandemergency.nz>
Subject: FW: DRAFT for FENZ Strike | IN CONFIDENCE

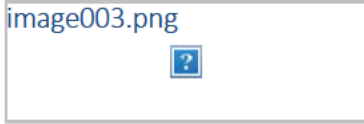
This is what I have so far,

Just running it by one of our Shift Commanders also.

Mike

Mike Higgie
Inspector
National Operations Manager
Emergency Communications Centres

M: [REDACTED]
E: michael.higgie@police.govt.nz



From: HIGGIE, Michael (Mike)
Sent: Thursday, 25 August 2022 5:52 PM
To: WARD, Quentin <Quentin.Ward@police.govt.nz>
Subject: DRAFT for FENZ Strike | IN CONFIDENCE

Hi Q as discussed,

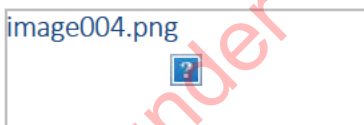
Can you and your TL's have a look at this and get back to me with your thoughts.

Regards any BCP we will run print and run them to them, but will depend on the actual fault should one occur.

Mike

Mike Higgle
Inspector
National Operations Manager
Emergency Communications Centres

M: [REDACTED]
E: michael.higgie@police.govt.nz



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From: [Richards, Mark \(Comcen\)](#)
To: [REDACTED]; [REDACTED]
Cc: [Travers, Gavin](#); [HIGGIE, Michael \(Mike\)](#)
Subject: Count of Fire 111 Calls presented to Police
Date: Friday, 26 August 2022 9:31:40 am
Attachments: [image001.png](#)
[image002.jpg](#)

Kia ora [REDACTED] and [REDACTED]

Would you please provide the count of the 111 calls the Spark ICAP present to Police between 1100 and 1200 today?

Thank you
Mark

Mark Richards ([he/him*](#))
Communications Centre Manager (Kaiwhakahaere Pokapu Whakawhiti Korero)
Southern Communications Centre
Level 3 – Justice and Emergency Services Precinct
40 Lichfield Street, Christchurch City 8011

P: [REDACTED]
M: [REDACTED]
mark.richards2@fireandemergency.nz
www.fireandemergency.nz

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From: [HIGGIE, Michael \(Mike\)](#)
To: [Richards, Mark \(Comcen\)](#)
Cc: [Travers, Gavin](#)
Subject: FW: FENZ Strike Action 1100hrs - 1200hrs 26/08/2022 | In Confidence
Date: Friday, 26 August 2022 3:35:39 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[111 FENZ Calls to Police during strike action 1100 - 1200hrs 26082022.xlsx](#)

Hi Mark,

Attached is a summary of the 111 calls Police answered this morning on behalf of FENZ. There are six(6) calls for service.

There were only two (2) calls from the public and four (4) calls from ADT.

FYI,

Mike

Mike Higgie
Inspector
National Operations Manager
Emergency Communications Centres

M [REDACTED]
E [XXXX](#)

wordmark transparent

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From: [HIGGIE, Michael \(Mike\)](#)
To: [Richards, Mark \(Comcen\)](#); [Nic Wilson](#)
Cc: [Travers, Gavin](#); [Amanda Thomson](#)
Subject: RE: [EXTERNAL] RE: Count of Fire 111 Calls presented to Police
Date: Friday, 26 August 2022 10:08:10 am
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.jpg](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)
[image015.png](#)

Good call thanks Nic,

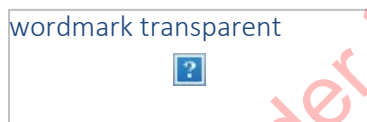
This is why you are our Goto,

I'll investigate this option, Thanks very much Mark for looking into this.

Mike

Mike Higgie
Inspector
National Operations Manager
Emergency Communications Centres

M + [REDACTED]
E [x@xx](#)



From: RICHARDS, Mark <[x@xx](#)>
Sent: Friday, 26 August 2022 9:57 AM
To: [REDACTED]@spark.co.nz>; [REDACTED]@spark.co.nz>
Cc: Travers, Gavin <[x@xx](#)>; HIGGIE, Michael (Mike) <[x@xx](#)>
Subject: [EXTERNAL] RE: Count of Fire 111 Calls presented to Police

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Thanks Nic, appreciated.

Mark Richards ([he/him*](#))

Communications Centre Manager (Kaiwhakahaere Pokapu Whakawhiti Korero)
Southern Communications Centre
Level 3 – Justice and Emergency Services Precinct
40 Lichfield Street, Christchurch City 8011

P: [REDACTED]
M: [REDACTED]
mark.richards2@fireandemergency.nz
www.fireandemergency.nz

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Values



From: [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>
Sent: Friday, 26 August 2022 09:54
To: Richards, Mark (Comcen) <Mark.Richards2@fireandemergency.nz>; [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>
Cc: Travers, Gavin <Gavin.Travers@fireandemergency.nz>; HIGGIE, Michael (Mike) <Michael.Higgie@police.govt.nz>
Subject: RE: Count of Fire 111 Calls presented to Police

You would likely get more value from counting the number of events via InterCAD from Police to Fire. If the policy you have is for all Fire calls to be put through InterCAD by Police, this should give you a reasonable idea of the number of calls.

A 'peg count' across multiple agents and multiple sites is going to be inaccurate.

From: Richards, Mark (Comcen) <Mark.Richards2@fireandemergency.nz>
Sent: Friday, 26 August 2022 9:49 a.m.
To: [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>; [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>
Cc: Travers, Gavin <Gavin.Travers@fireandemergency.nz>; HIGGIE, Michael (Mike) <Michael.Higgie@police.govt.nz>
Subject: RE: Count of Fire 111 Calls presented to Police

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Thanks Nic, and I guess it's a bit of a long bow to even do it old school on a piece of paper.

Mark Richards ([he/him](#))

Communications Centre Manager (Kaiwhakahaere Pokapu Whakawhiti Korero)
Southern Communications Centre
Level 3 – Justice and Emergency Services Precinct
40 Lichfield Street, Christchurch City 8011

P: [REDACTED]
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From: [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>
Sent: Friday, 26 August 2022 09:45
To: Richards, Mark (Comcen) <Mark.Richards2@fireandemergency.nz>; [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>
Cc: Travers, Gavin <Gavin.Travers@fireandemergency.nz>; HIGGIE, Michael (Mike) <Michael.Higgie@police.govt.nz>
Subject: RE: Count of Fire 111 Calls presented to Police

Kia ora,
Unfortunately that is not possible from reporting.

There is no system difference for calls that are sent to Police for Fire vs those that are sent to Police.

If this was required in the future, then new number would need to be provisioned at Police, and a full change process followed through at a cost to FENZ.

Nga mihi

[REDACTED] | TechOps Engineer – 111 Emergency Operations | Channel TechOps Chapter | Consumer Channels, Spark NZ | P: [REDACTED] Extn: [REDACTED] | M: [REDACTED]

From: Richards, Mark (Comcen) <Mark.Richards2@fireandemergency.nz>
Sent: Friday, 26 August 2022 9:32 a.m.
To: [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>; [REDACTED] <[\[REDACTED\]@spark.co.nz](mailto:[REDACTED]@spark.co.nz)>
Cc: Travers, Gavin <Gavin.Travers@fireandemergency.nz>; HIGGIE, Michael (Mike) <Michael.Higgie@police.govt.nz>
Subject: Count of Fire 111 Calls presented to Police

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Kia ora [redacted] and [redacted]

Would you please provide the count of the 111 calls the Spark ICAP present to Police between 1100 and 1200 today?

Thank you
Mark

Mark Richards ([he/him*](#))
Communications Centre Manager (Kaiwhakahaere Pokapu Whakawhiti Korero)
Southern Communications Centre
Level 3 – Justice and Emergency Services Precinct
40 Lichfield Street, Christchurch City 8011

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From: [HIGGIE, Michael \(Mike\)](#)
To: [Richards, Mark \(Comcen\)](#)
Subject: RE: [EXTERNAL] RE: FENZ Strike Action 1100hrs - 1200hrs 26/08/2022 | In Confidence
Date: Friday, 26 August 2022 3:44:35 pm
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image008.png](#)
[image009.png](#)
[image010.jpg](#)
[image011.png](#)

Will do thanks Mark,

Mike

Mike Higgie
Inspector
National Operations Manager
Emergency Communications Centres

M [REDACTED]
E [xxxx@xxxx](#)

wordmark transparent


From: RICHARDS, Mark <xxxx.xxxxxxxx@xxxxxxxxxxxxxxxx.xx>
Sent: Friday, 26 August 2022 3:41 PM
To: HIGGIE, Michael (Mike) <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>
Cc: Travers, Gavin <xxxxx.xxxxxxx@xxxxxxxxxxxxxxxx.xx>
Subject: [EXTERNAL] RE: FENZ Strike Action 1100hrs - 1200hrs 26/08/2022 | In Confidence

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Kia ora Mike

Thank you for those stats. I appreciate it.

As discussed on the phone, we understand how your team members felt being placed in the position of completing these calls and events. I acknowledge the work the Police Communicators and Dispatchers did to assist FENZ and the New Zealand public. Would you please record our gratitude and thanks for a job well done?

Nga mihi

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Mark Richards ([he/him*](#))
Communications Centre Manager (Kaiwhakahaere Pokapu Whakawhiti Korero)
Southern Communications Centre
Level 3 – Justice and Emergency Services Precinct
40 Lichfield Street, Christchurch City 8011

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From: HIGGIE, Michael (Mike) <Michael.Higgie@police.govt.nz>
Sent: Friday, 26 August 2022 15:35
To: Richards, Mark (Comcen) <Mark.Richards2@fireandemergency.nz>
Cc: Travers, Gavin <Gavin.Travers@fireandemergency.nz>
Subject: FW: FENZ Strike Action 1100hrs - 1200hrs 26/08/2022 | In Confidence

Hi Mark,

Attached is a summary of the 111 calls Police answered this morning on behalf of FENZ. There are six(6) calls for service.

There were only two (2) calls from the public and four (4) calls from ADT.

FYI,

Mike

Mike Higgie
Inspector
National Operations Manager
Emergency Communications Centres

M: [REDACTED]
E: michael.higgie@police.govt.nz

wordmark transparent





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