

1 July 2024

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Tēnā koe Amanda

Request for information

Thank you for your Official Information Act 1982 (OIA) request dated 30 May 2024. You requested:

Please provide dates and times between 1 June 2020 and 30 May 2024 where the recording of phone calls to the Police Communications Centre via 111 and 105 were not operational and the audio recordings from phone calls could not be captured.

Audio recordings of 111 and 105 calls can fail unexpectedly on rare occasions, and Police is not necessarily aware that it has failed until there is a need to retrieve and review the recording. Police does not listen to every recording by default, therefore identifying the exact number of times that a 111 or 105 call did not record is not possible and would require reviewing millions of calls.

The recording system also has scheduled or unscheduled outages that mean recordings are not captured in these time windows at some sites. Outages in the period you requested are listed in the table below.

Table 1. Call recording system scheduled and unscheduled outages, 1 June 2020 - 30 May 2024.

Outage Date	Outage time	Site
27 Jul 2020	six days, exact time unknown	Kāpiti
19 Nov 2020	three hours, exact time unknown	Central
8 Jun 2021	08:38:00 - 10:37:00	Central
29 Jun 2021	10:04:26 - 12:18:06	Southern
20 Jun 2022	17:31:12 - 17:36:02	Central
20 Jun 2022	17:37:11 - 17:43:31	Piki Ki Te Ao
8 Dec 2022	12:12:08 - 13:08:59	Northern
8 Dec 2022	12:09:53 - 12:16:48	Piki Ki Te Ao
8 Dec 2022	12:22:25 - 12:29:45	Central
8 Dec 2022	11:41:48 - 11:49:09	Southern
8 Dec 2022	11:40:18 - 11:47:29	Kāpiti
9 Mar 2023	13:09:00 - 13:26:09	Piki Ki Te Ao
9 Mar 2023	14:44:27 - 14:52:25	Kāpiti
9 Mar 2023	13:24:28 - 15:20:03	Northern

Police National Headquarters

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9 Mar 2023	14:26:51 - 14:37:32	Southern
1 May 2023	10:24:36 - 10:30:30	Piki Ki Te Ao
1 May 2023	10:24:33 - 10:30:09	Kāpiti
1 May 2023	11:04:35 - 11:10:15	Southern
1 May 2023	10:35:12 - 10:41:01	Central
1 May 2023	10:35:10 - 10:59:10	Northern
11 Dec 2023	10:03:31 - 10:11:13	Northern
11 Dec 2023	09:38:36 - 09:45:43	Central
11 Dec 2023	09:51:36 - 09:57:41	Kāpiti
11 Dec 2023	09:48:17 - 09:55:49	Southern
11 Dec 2023	09:38:51 - 09:45:06	Piki Ki Te Ao
28 Feb 2024	14:20:38 - 14:26:52	Southern
28 Feb 2024	14:18:58 - 14:50:00	Northern
28 Feb 2024	14:21:17 - 14:27:38	Kāpiti
28 Feb 2024	14:17:23 - 14:25:25	Piki Ki Te Ao
28 Feb 2024	14:19:48 - 14:26:15	Central
30 Apr 2024	12:20:35 - 12:28:15	Kāpiti
30 Apr 2024	12:28:53 - 12:37:03	Northern
30 Apr 2024	12:22:38 - 12:28:42	Southern
30 Apr 2024	12:24:41 - 12:31:55	Central
30 Apr 2024	12:27:46 - 12:34:34	Piki Ki Te Ao
9 May 2024	19:13:57 - 20:22:15	Northern

Please note that as part of its commitment to openness and transparency, Police proactively releases some information and documents that may be of interest to the public. An anonymised version of this response may be publicly released on the New Zealand Police website.

Ngā mihi



A/Superintendent Bronwyn Marshall
Director Emergency Communications Centres (Relieving)