



**National Headquarters**  
Fire and Emergency New Zealand  
National Headquarters  
Spark Central, Level 7  
42-52 Willis Street  
Wellington Central  
Wellington 6011  
  
Phone +64 4 496 3600

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Ref: 14809

Steven

[fyi-request-27292-580b74e6@requests.fyi.org.nz](mailto:fyi-request-27292-580b74e6@requests.fyi.org.nz)

Tēnā koe Steven

Thank you for your email of 18 June 2024, to Fire and Emergency New Zealand requesting the following information under the Official Information Act 1982 (OIA). Your request has been considered under the Official Information Act 1982 (OIA) and we answer each aspect, below.

- 1. Please provide statistics or a report on the number of missed, unanswered or abandoned/dropped calls that are presented to the Fire and Emergency NZ Communications Centres, for the last 12 months (or financial year). This information should be broken down by non-emergency and emergency calls, and by operating centre (Northern, Central and Southern).*

Please find attached, as **Appendix One** to this response, data from 1 May 2023 to 31 May 2024 on emergency and non-emergency abandoned calls by centre. An abandoned call is defined as a call that is presented to the Mitel MiContact Center Enterprise (MiCCE) telephone automatic call distribution system but not answered by a ComCen Dispatcher due to either the caller hanging up or being presented to a ComCen Dispatcher who was not available for calls.

We do not have, or report on missed calls. For this reason, it is necessary for us to refuse your request under section 18(e) of the OIA, because the document alleged to contain the information does not exist.

- 2. Does the Communications Centres use the same "Miice" or "Solidus" software as New Zealand Police and St John Ambulance?*

The MiCCE system is used in the Communication Centres and shared by both New Zealand Police and Fire and Emergency. The telephony system we operate from, is not shared with Ambulance.

- 3. Are emergency and non-emergency calls recorded or stored in any servers, databases, software or hardware. If so, what is the time period these are kept for?*

Emergency and non-emergency calls are recorded and stored for seven years.

4. *Does the software used by Fire and Emergency include desktop messaging between staff and/or management?*

The software used by Fire and Emergency includes desktop messaging in Microsoft Teams, MiCCE and the Computer Aided Dispatch (CAD) system.

5. *What is the current total number of staffing employed in the Communications Centres? What is this per centre? What is this broken down by staff rank and/or position?*

As of 24 June 2024, nationally we had 83 persons employed in our Communication Centres.

Broken down by area, they are as follows:

- 31 – Northern
- 25 – Central
- 26 – Southern
- 1 – National

These are made up of:

- 1 – National Manager
- 3 – Centre Managers
- 4 – Operations Managers
- 12 – Shift Managers
- 63 – Dispatchers

6. *What is the minimum staffing requirements for the Communications Centre? Is this a national number or is it by centre?*

We operate a minimum shift staffing level that is centre specific. These requirements are:

- Northern: One Shift Manager and five dispatchers
- Central: One Shift Manager and four dispatchers
- Southern: One Shift Manager and four dispatchers

7. *Is there any consideration or planning by Fire and Emergency NZ to recruit more staff into the Communications Centre to alleviate the constant short staffing?*

Recruitment is underway now for the next intake on 2 August 2024. This will lift the dispatcher and Shift Manager combined number from 75 to 84 which is the National ComCen establishment for this group.

8. *Please provide a financial breakdown, by Centre, of annual budgets and operating costs for the last financial year.*

Please find attached, as **Appendix Two** to this response, a table providing a summary of actual and budget for each Communication Centre and costs recorded centrally related to the operations of the Communication Centres for the 2022/23 Financial Year.

9. *If possible, please provide a financial breakdown for Communication Centre Managers, covering any travel, accommodation, meetings or other business expenses for the period*

*between 01 Jan 2021 and 31 December 2023, broken down by year. There was a range of secondments during this timeframe which may have caused significant expense to the organisation.*

Please find attached, as **Appendix Three** to this response, a copy of the requested information.

Of note, Fire and Emergency does not record its financial transactions in a way that supports the comprehensive reporting of expenditure related to Communication Centre Managers. To provide this information we have manually mapped costs that are likely to be related to Communication Centre Managers.

In some cases, there are transactions that haven't been recorded with enough detail to determine if they are related to Communication Centre Managers and/or there are transactions that will relate to more staff than just the Communication Centre Managers (for example rent costs). These costs have been excluded.

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.

We trust that the information being provided is of assistance. If you require further information, please email [officialinformationrequests@fireandemergency.nz](mailto:officialinformationrequests@fireandemergency.nz).

Please note that because of the identified public interest in the information that you have requested, we may publish this response (with your personal details removed) on our website.

Nāku noa nā



Amanda Roberts  
Acting Manager, Information Requests

