



Police Communications Centres
Police National Headquarters
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29 March 2012

Jed Laundry
requests@fyi.org.nz

Dear Mr Laundry

I refer to your request of 22 February 2012 made under the Official Information Act 1982 in which you ask for information relating to "the usage of the deaf and hearing impaired emergency services".

In the first part of your inquiry, you requested:

- The number of current registered users; and
- The average number of registered mobile phones per user.

I can advise that the number of Deaf and Hearing Impaired people registered to use the 111 Deaf TXT service as at 1 March 2012 is 703 (668 unique users).

The average number of mobile phones registered per user is 1.05.

You have also asked, for each month from October 2010 until January 2012, for the following information:

- The number of emergencies handled through the 111 TXT service;
- The number of emergencies handled through the 0800 161616 TTY service;
- The number of emergencies handled through the 0800 161616 Fax service;
- For comparison, the number of emergencies handled through the normal voice 111 service.

The number of texts to 111 from registered Deaf and Hearing Impaired users as at 1 March 2012 is 158 (Police 122, Fire 10, Ambulance 26). Statistics are not available on a per month basis for 111 Deaf TXT records.

Police do not keep statistics relating to the number of emergencies handled through either the 0800 161616 TTY or Fax services.

Your request for this information is therefore refused pursuant to section 18(g) of the Official Information Act 1982 as it is not held by New Zealand Police.

We are unable to answer your last question specifically as you have asked it because:

- Police cannot answer for the New Zealand Fire Service or Ambulance services;
- The figures we record reflect the number of 111 calls offered to Police. It's not possible to break the figures down to determine how many of the calls were genuine emergencies as opposed to reports of historic crime and queries about a range of other non-urgent matters.

Your request for this information is therefore refused pursuant to section 18(g) of the Official Information Act 1982 as it is not held by New Zealand Police.

I can however supply you with the number of 111 calls offered to Police for the period October 2010 to January 2012. The figures reflect all calls offered to Police via 111 and do not differentiate between emergencies and calls about non-urgent matters.

Month	Year	Calls Offered
October	2010	61918
November	2010	60932
December	2010	68531
January	2011	62162
February	2011	63878
March	2011	62306
April	2011	56334
May	2011	58964
June	2011	57412
July	2011	59793
August	2011	57441
September	2011	56723
October	2011	60960
November	2011	61932
December	2011	69051
January	2012	62494

While I'm unsure of the context of your request, it might be helpful if I explain some background to the 111 Deaf TXT service.

Because an emergency text service had never been done directly with emergency services anywhere else before, we started out with a small proof of concept initiative with the Deaf and Hearing Impaired community. You'll appreciate that because 111 is such a critical service, we needed to carefully manage how we proceeded with it.

We are now satisfied that the technical end of the service works well for Police and the other two emergency services. We have also had good feedback from Deaf and Hearing Impaired users, who say it's increased their feelings of safety particularly in a mobile world where TTY and Fax often aren't timely or available away from home. They also say that having direct access to emergency services has increased their personal autonomy as they don't have to rely on others to phone 111 in an emergency.

The types of incidents being reported by users are significant. They range from attempted self-harm, heart attacks, collapses, family violence, disorder, injured children, serious cuts and falls, fires, car crashes, burglary, traffic incidents and theft.

In the next few months we'll be doing further work with Deaf Aotearoa New Zealand to increase the number of people registered and expanding further into the Hearing Impaired community through the National Foundation for the Deaf. We expect the number of registrations to rise significantly as a result.

If you would like more information on the 111 Deaf TXT service, please feel free to contact me.

You have the right, under section 28 (3) of the Official Information Act 1982, to complain to the Ombudsman if you are not satisfied with the way I have responded to your request.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mal Schwartfeger', followed by a period.

Inspector Mal Schwartfeger
National Operations Manager
Police Communications Centres